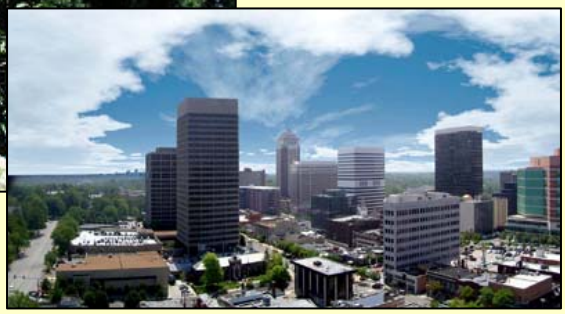
2009 DirectionFinder® Survey
Findings Report



conducted for

The City of

Clayton, Missouri

by

ETC Institute

725 West Frontier
Olathe, Kansas 66061
(913) 829-1215

March, 2009

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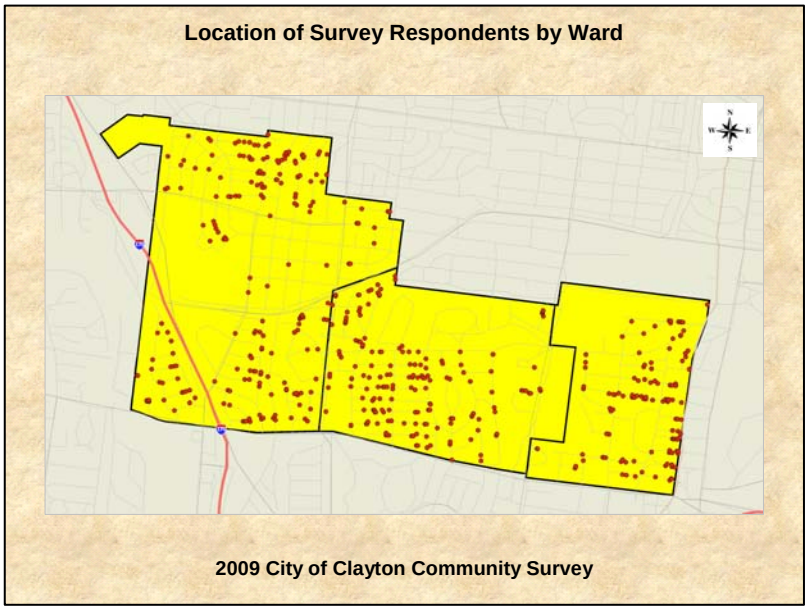
DirectionFinder® Survey
Executive Summary

Purpose and Methodology

ETC Institute administered the DirectionFinder® survey for the City of Clayton, Missouri, for the first time during February and March of 2009. The survey was administered as part of the City's on-going effort to assess citizen satisfaction with the quality of city services.

A seven-page survey was mailed to a random sample of 1,800 households in the City of Clayton. Of the households that received a survey, 538 completed it, for a 30% response rate. The results for the random sample of 538 households have a 95% level of confidence with a precision of at least +/- 4.2%. In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey.

The map to the right shows the physical distribution of survey respondents based on the location of their home.



The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Clayton with the results from other communities in the *DirectionFinder®* database. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "*who had an opinion*".

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for questions on the survey
- benchmarking data that shows how the results for Clayton compare to other cities and the nation
- importance-satisfaction analysis
- GIS maps that show the results of selected questions as maps of the City
- tables that show the results for each question on the survey
- a copy of the survey instrument.

Major Findings

- **Residents were generally very satisfied with City services.** Ninety-seven percent (97%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of parks and recreation programs and facilities; 96% were satisfied with the quality of public safety services, 92% were satisfied with the maintenance of City buildings and facilities, and 86% were satisfied with the maintenance of streets. ***When benchmarked against other DirectionFinder® Cities, the City of Clayton set three new high standards in the areas of public safety services, parks and recreation, and enforcement of City Codes.***

- **Services that residents thought should receive the most increase in emphasis over the next two years.** The areas that residents thought should receive the most increase in emphasis from the City of Clayton over the next two years were: (1) flow of traffic and congestion management, (2) the quality of public safety services, and (3) the maintenance of City streets.

- **Perceptions of the City.** Ninety-seven percent (97%) of the residents surveyed *who had an opinion* indicated that they felt the quality of life in Clayton was "excellent" or "good"; 96% felt the image of the City was "excellent" or "good", 94% felt the overall quality of City services "excellent" or "good", and the feeling of safety in the City was "excellent" or "good according to 94% of those surveyed.

- **<u>Public Safety.</u>** Ninety-three percent (93%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of local fire protection Ninety-three percent (93%) of those surveyed were satisfied with the overall competency of the Clayton Police Department. Residents thought the public safety services that should receive the most additional emphasis over the next two years were the City's efforts to prevent crime, and the visibility of police in neighborhoods.

- **<u>City Maintenance/Public Works.</u>** Ninety-two percent (92%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the overall cleanliness of streets and public areas. Eighty-nine percent (89%) of those surveyed were satisfied with snow removal on major City streets. Eighty-eight percent (88%) were satisfied with the landscaping and appearance of areas along streets. ***Three new high standards were set in this category: 1) overall cleanliness of City streets and public areas, 2) the adequacy of City street lighting, and 3) the maintenance of major City streets.***

- **<u>Sewer/Water Utilities and Stormwater Management Services.</u>** Eighty-eight percent (88%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the clarity and taste of tap water in their homes; 80% of those surveyed were satisfied with the water pressure in their home, and 81% were satisfied with the adequacy of the water system. Residents were least satisfied with the amount they were charged for their water/sewer utilities (57%)

- **<u>Parks and Recreation.</u>** Ninety-seven percent (97%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the maintenance of City parks; 91% of those surveyed were satisfied with how close neighborhood parks were to their homes, 87% of those surveyed were satisfied with the City's special events and festivals. ***A new high standard was set for the maintenance of City parks.***

- **<u>The priority for Parks and Recreation Initiatives</u>** Of nine possible initiatives, four stood out as the most important to those surveyed. In order, they are; 1) the feeling of safety in City parks, 2) new walking and biking trails, 3) green space (parks) expansion, and 4) neighborhood park improvements. **Fifty-six percent (56%) of all respondents were willing to use tax revenue to fund the top projects; 20% were not willing and 24% did not know.**

- **City Communication** Eighty-two percent (82%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the availability of information about City services; 78% were satisfied with the City's efforts to keep residents informed, and 73% were satisfied with the content of the City's newsletter. Residents were least satisfied with the quality of programming on the City's cable TV channel (36%).

- **Codes and Ordinances** Seventy-seven percent (77%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with codes and ordinances for public safety protection codes; 74% were satisfied with the maintenance of business property, and 72% were satisfied with mowing & trimming of lawns on private property. Residents were least satisfied with the codes and ordinances for the maintenance of residential property.

Other Findings.

- 77% of residents would support a smoking ban in Clayton restaurants and all public areas, regardless of the action of the State of County.

- 45% of those surveyed had an emergency plan for their household.

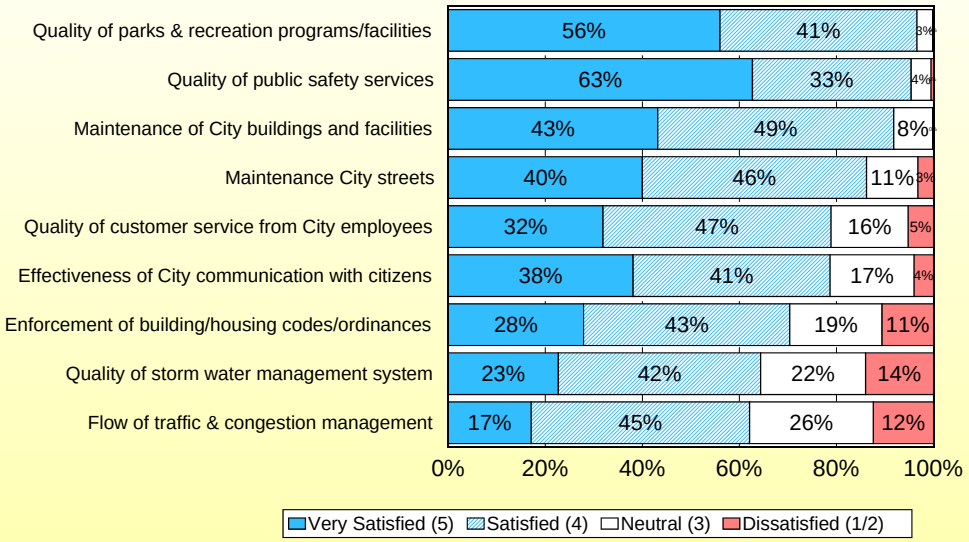
- Regarding trash service, residents were most satisfied with residential trash collection services (86%) and recycling services (85%).

- Regarding transportation, residents were most satisfied with the ease of travel from home to work (80%), and from home to schools (78%). Residents were least satisfied with the availability of bicycle lanes (33%).

Section 1:
Charts and Graphs

Q1. Overall Satisfaction With City Services by Major Category

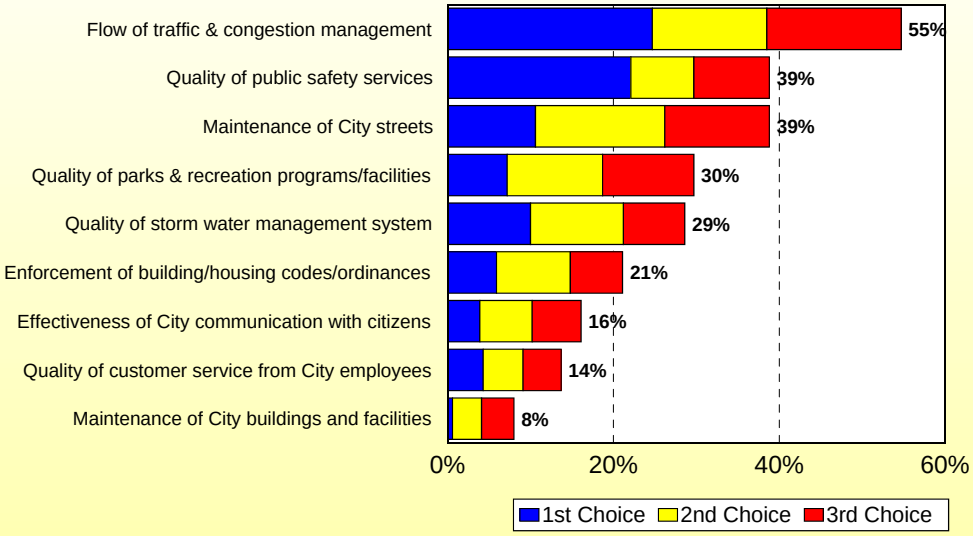
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



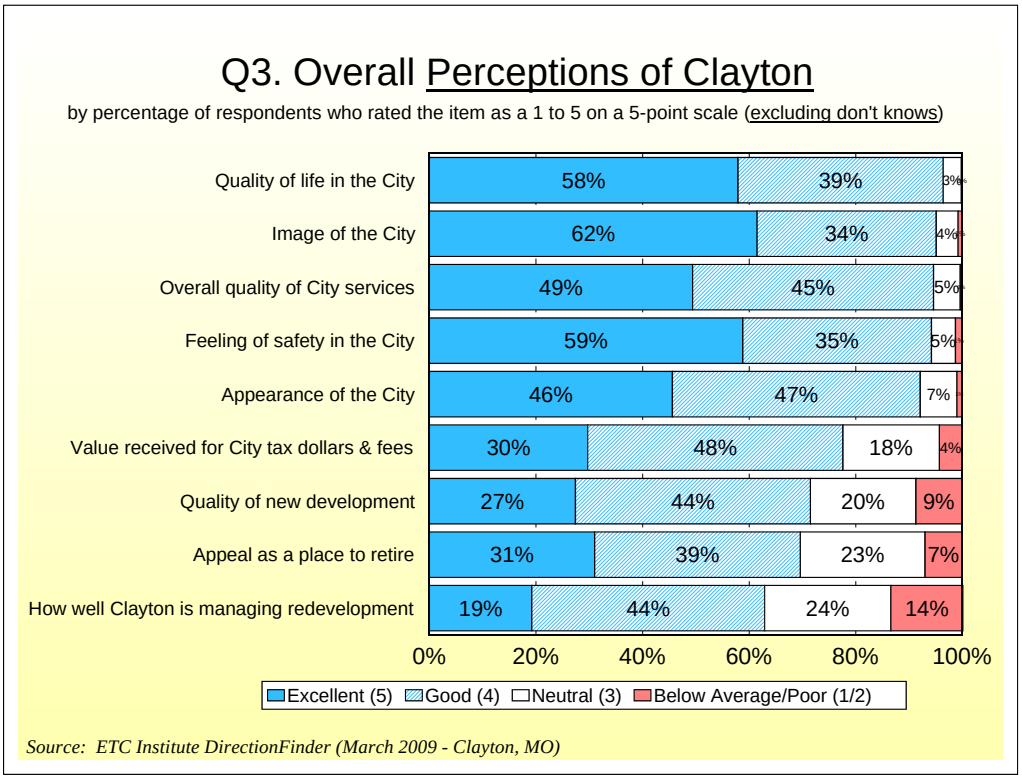
Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

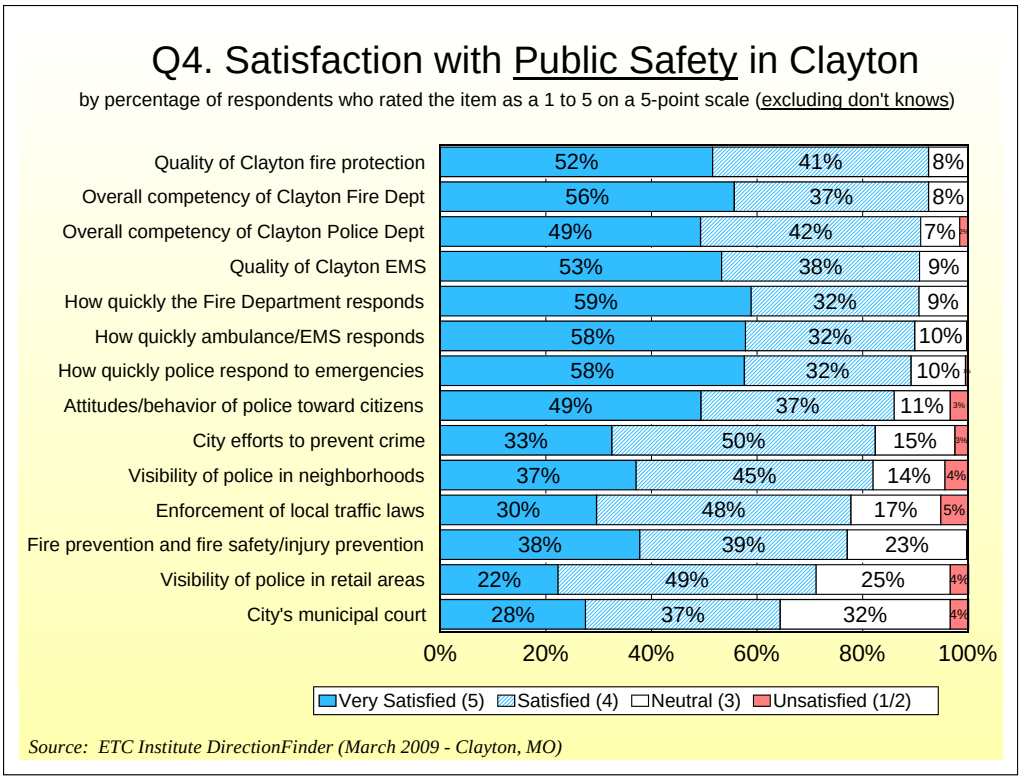
Q2. City Issues That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



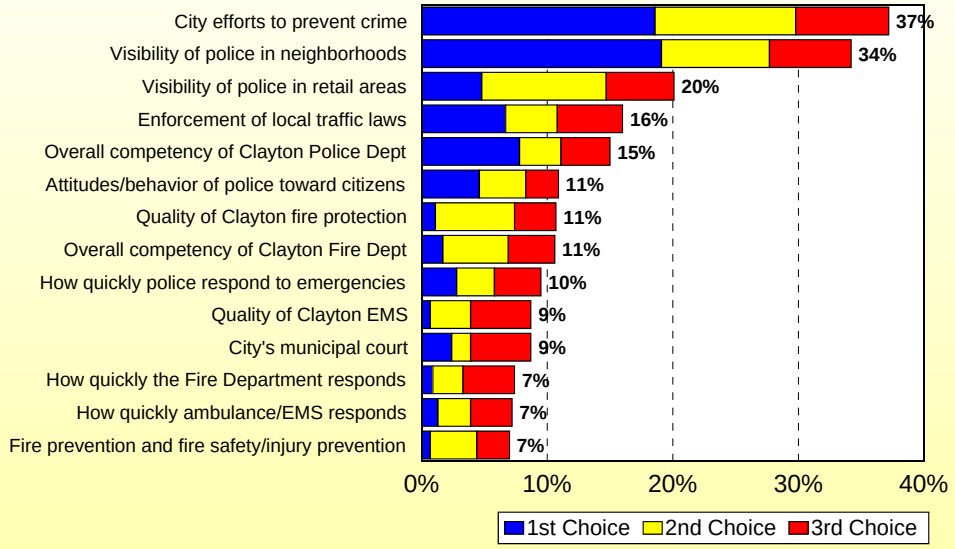
Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)


Q3. Overall Perceptions of Clayton
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Quality of life in the City 58% 39% 3%
Image of the City 62% 34% 4%
Overall quality of City services 49% 45% 5%
Feeling of safety in the City 59% 35% 5%
Appearance of the City 46% 47% 7%
Value received for City tax dollars & fees 30% 48% 18% 4%
Quality of new development 27% 44% 20% 9%
Appeal as a place to retire 31% 39% 23% 7%
How well Clayton is managing redevelopment 19% 44% 24% 14%
0% 20% 40% 60% 80% 100%
Excellent (5) Good (4) Neutral (3) Below Average/Poor (1/2)
Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)


Q4. Satisfaction with Public Safety in Clayton
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Quality of Clayton fire protection 52% 41% 8%
Overall competency of Clayton Fire Dept 56% 37% 8%
Overall competency of Clayton Police Dept 49% 42% 7%
Quality of Clayton EMS 53% 38% 9%
How quickly the Fire Department responds 59% 32% 9%
How quickly ambulance/EMS responds 58% 32% 10%
How quickly police respond to emergencies 58% 32% 10%
Attitudes/behavior of police toward citizens 49% 37% 11% 3%
City efforts to prevent crime 33% 50% 15%
Visibility of police in neighborhoods 37% 45% 14% 4%
Enforcement of local traffic laws 30% 48% 17% 5%
Fire prevention and fire safety/injury prevention 38% 39% 23%
Visibility of police in retail areas 22% 49% 25% 4%
City's municipal court 28% 37% 32% 4%
0% 20% 40% 60% 80% 100%
Very Satisfied (5) Satisfied (4) Neutral (3) Unsatisfied (1/2)
Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q5. Public Safety Issues That Should Receive the Most Emphasis Over the Next Two Years

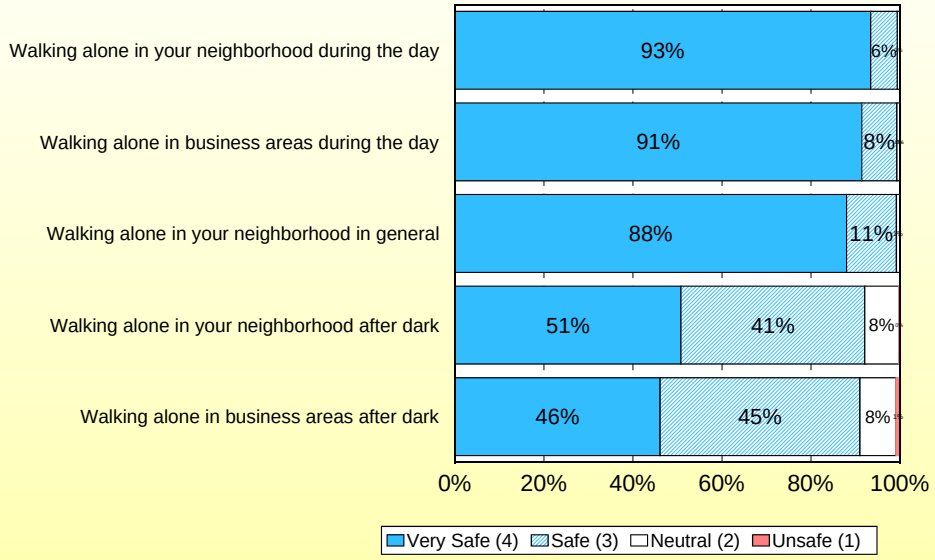
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q6. How Safe Do You Feel...

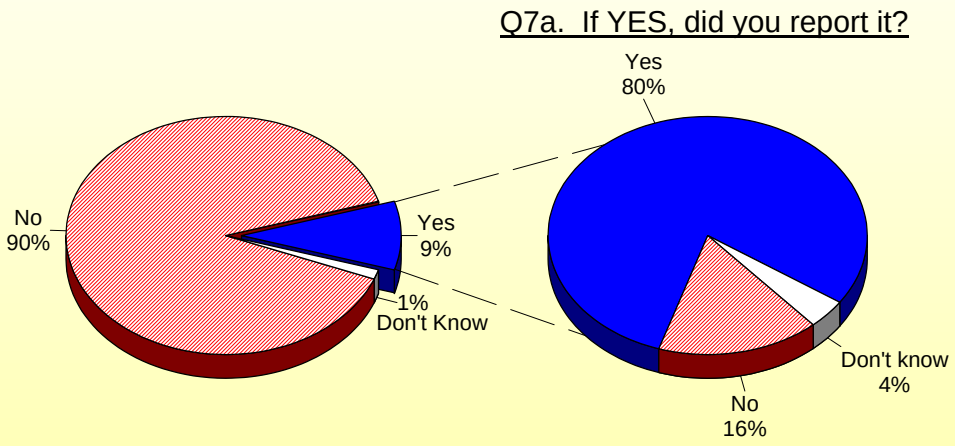
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q7. During the past twelve months, were you or anyone in your household a victim of any crimes in Clayton?

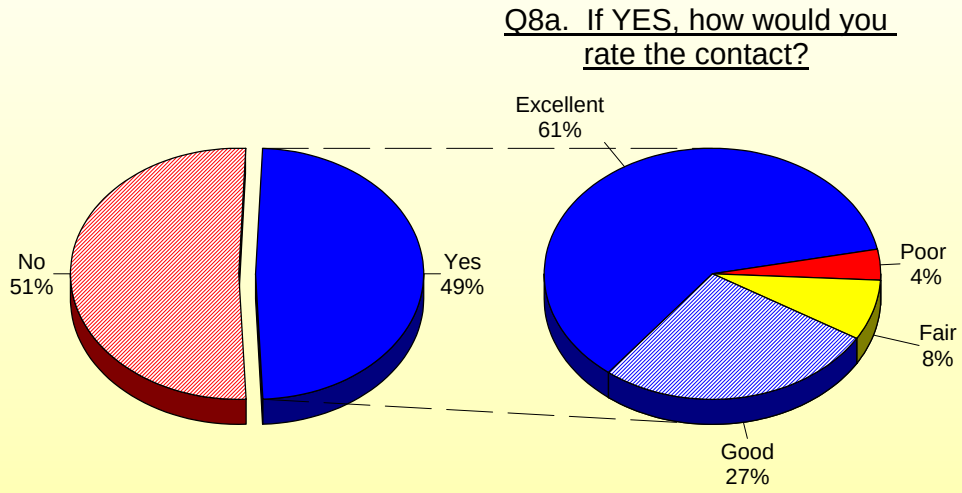
by percentage of respondents



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q8. During the past twelve months, have you had ANY contact with the Police Department in Clayton?

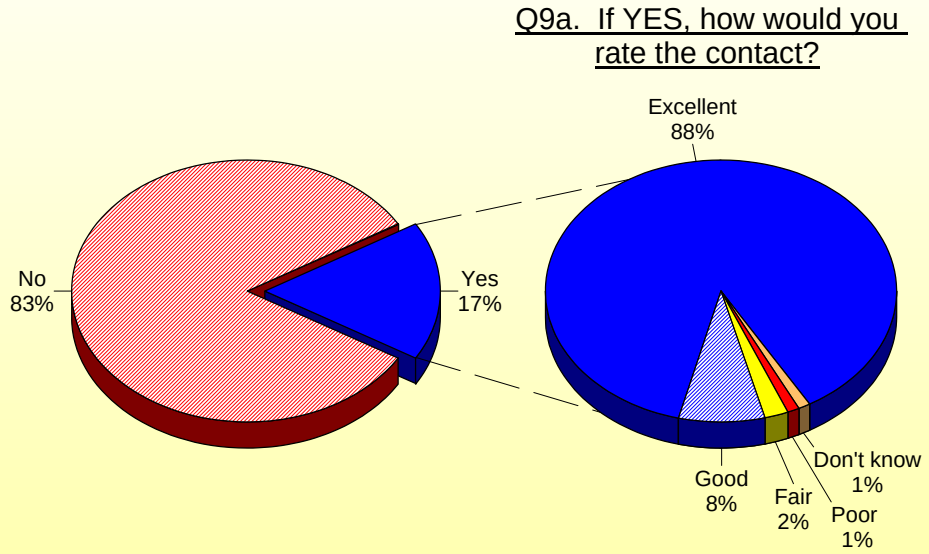
by percentage of respondents



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q9. During the past twelve months, have you had ANY contact with the Fire Department in Clayton?

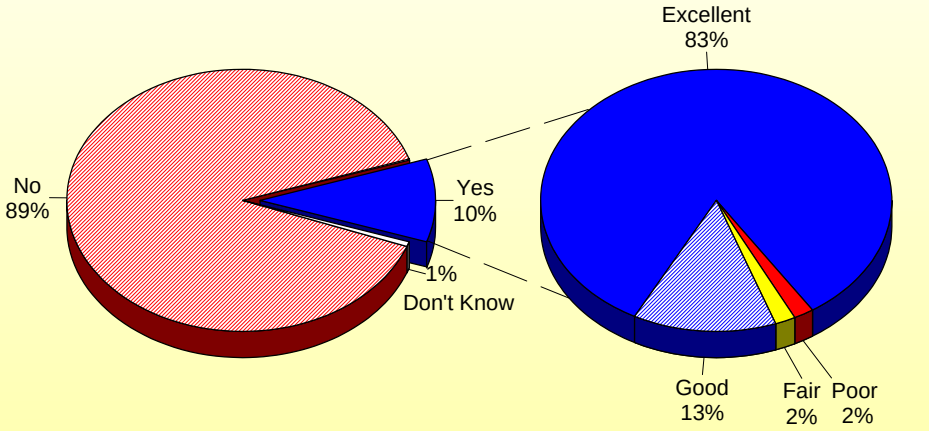
by percentage of respondents



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q10. During the past twelve months, have you had ANY contact with the ambulance/emergency medical services in Clayton?

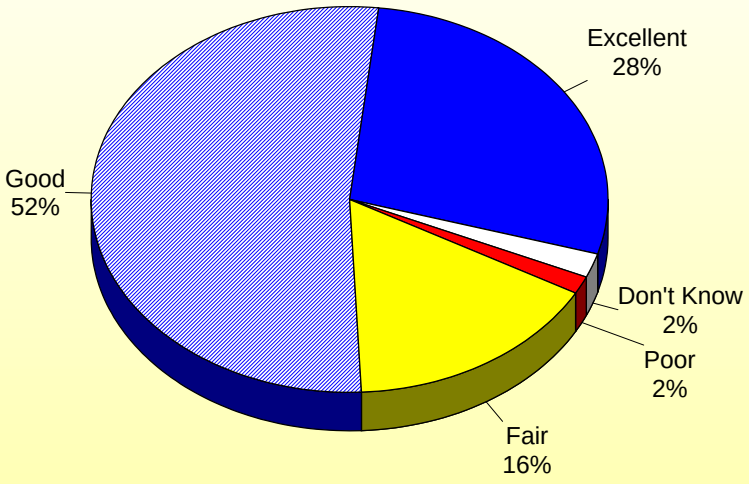
by percentage of respondents



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q11. How would you rate your own public safety awareness?

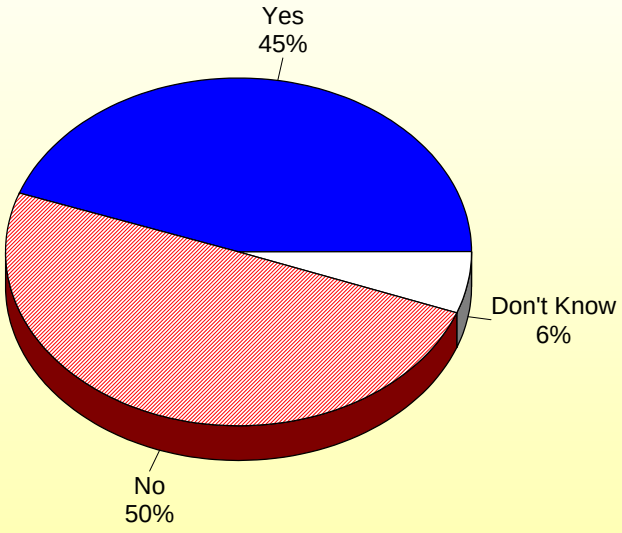
by percentage of respondents



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q12. Do you have an emergency plan for your household?

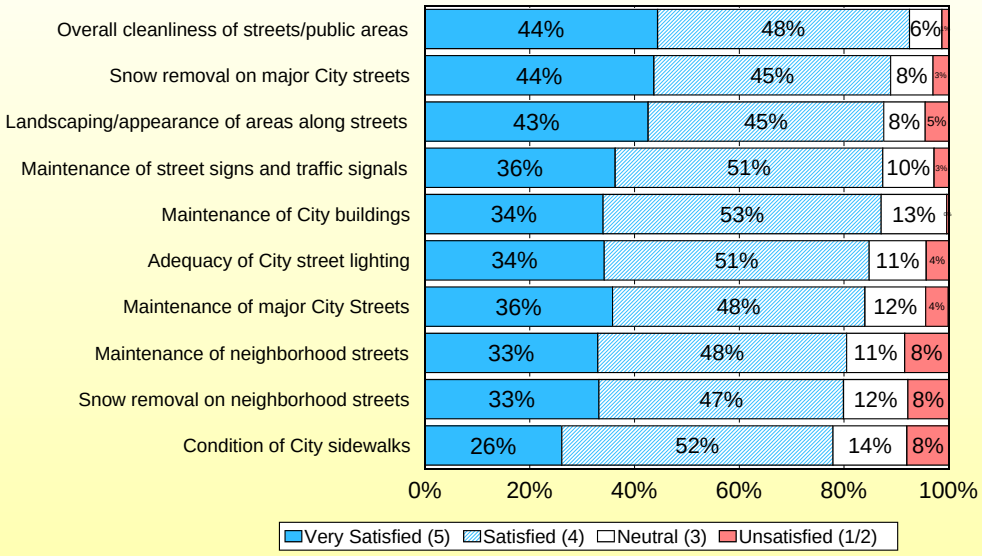
by percentage of respondents



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q13. Satisfaction with Maintenance and Public Works in the City of Clayton

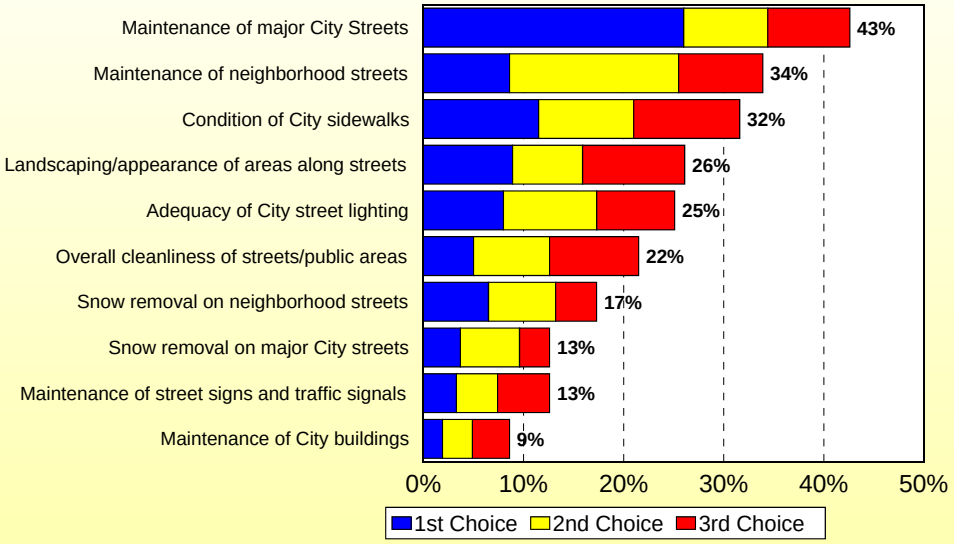
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q14. Maintenance and Public Works Issues That Should Receive the Most Emphasis Over the Next Two Years

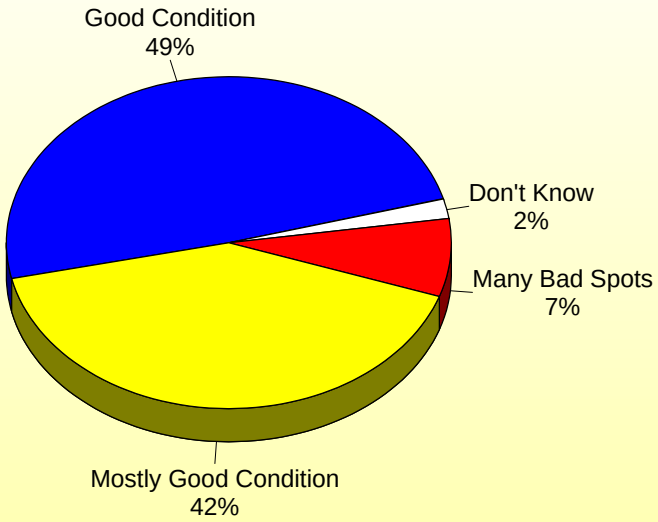
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q15. Ratings of Neighborhood Street and Road Conditions

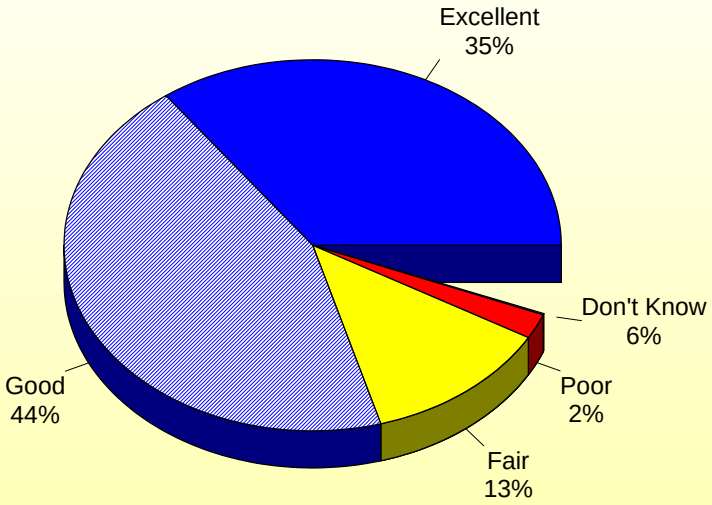
by percentage of respondents



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q16. Ratings of Neighborhood Street Sweeping Services

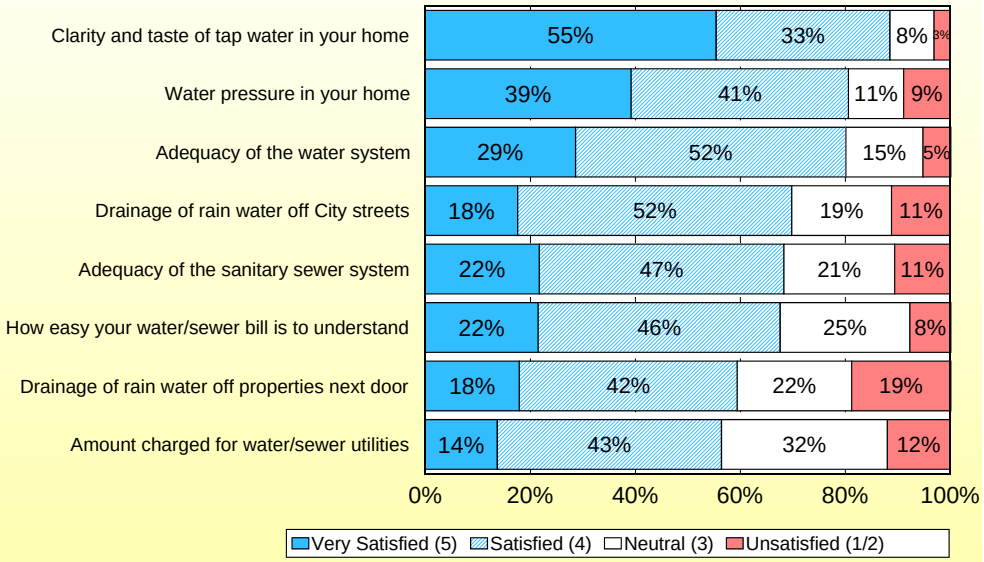
by percentage of respondents



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q17. Satisfaction with Sewer/Water Utilities and Storm Water Management

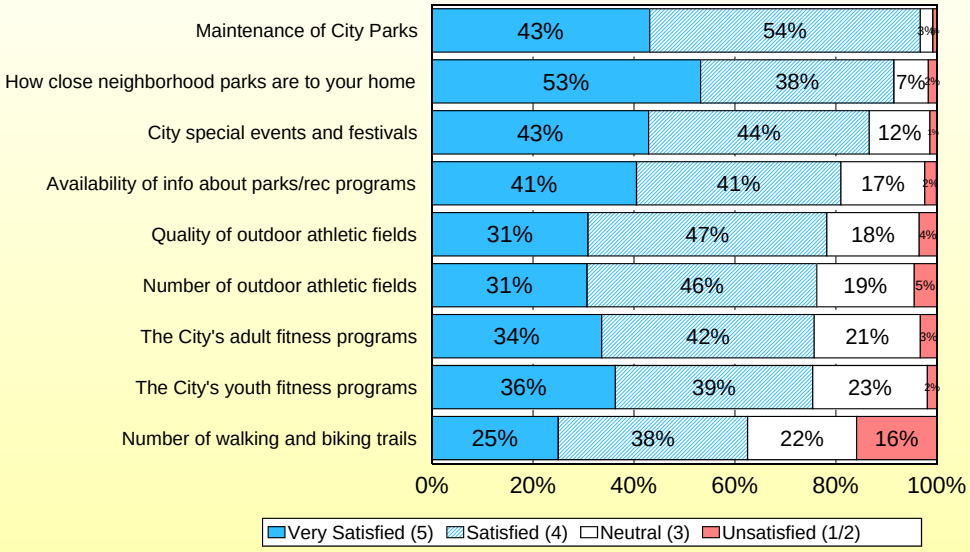
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q18. Satisfaction with Parks & Recreation in the City of Clayton

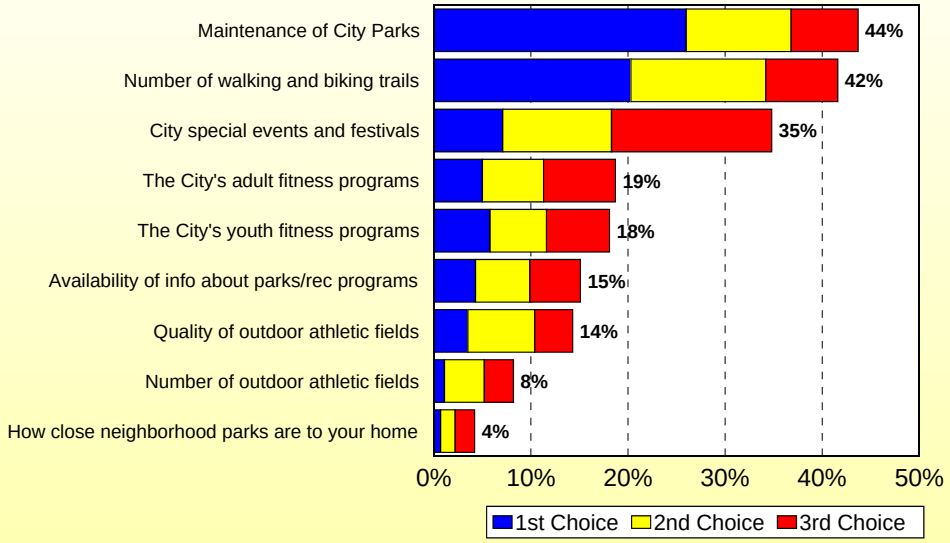
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q19. Parks & Recreation Issues That Should Receive the Most Emphasis Over the Next Two Years

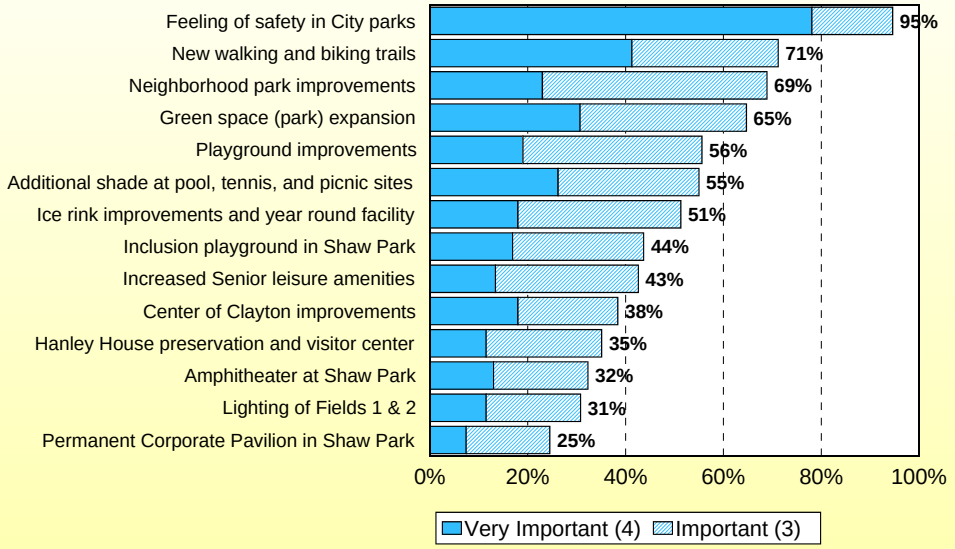
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q20. Importance of Parks & Recreation Initiatives in the City of Clayton

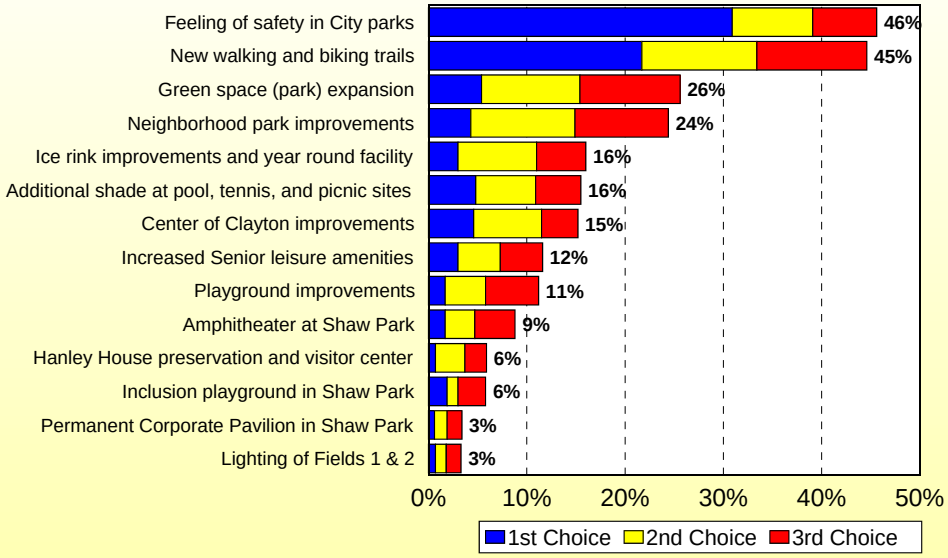
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q21. Parks and Recreation Priorities

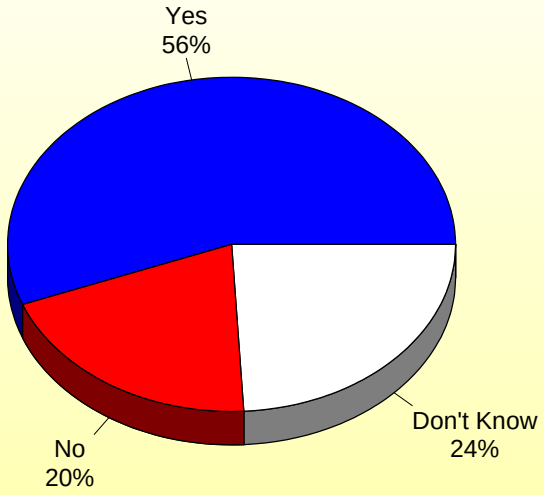
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q22. Would you be willing to use tax revenue to fund projects you rated as your top three park and recreation priorities?

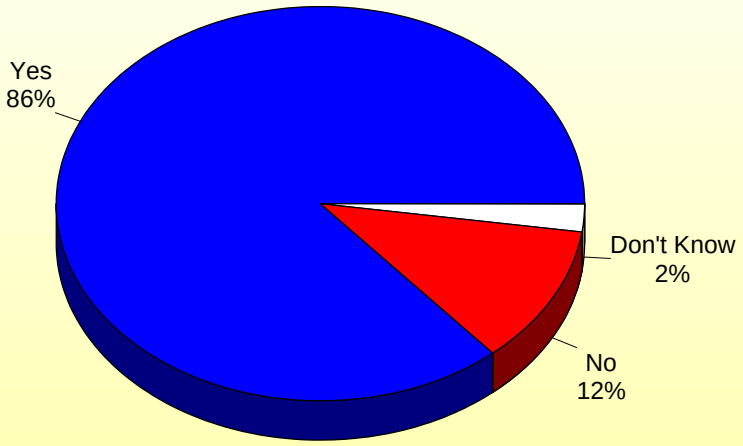
by percentage of respondents



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q23. Has anyone in your household used any of Clayton's parks, recreation facilities, or recreation programs during the past twelve months?

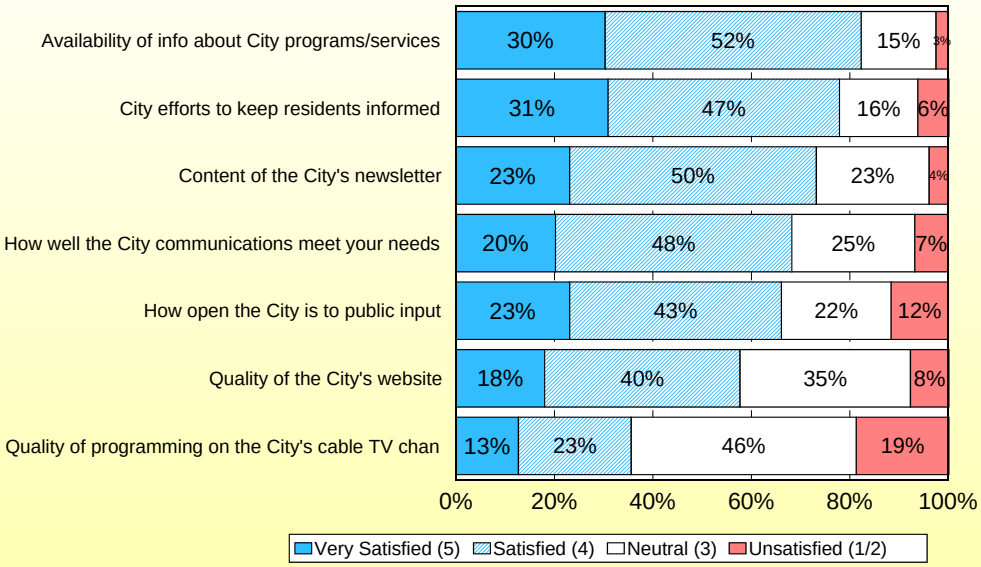
by percentage of respondents



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q24. Satisfaction with City Communication

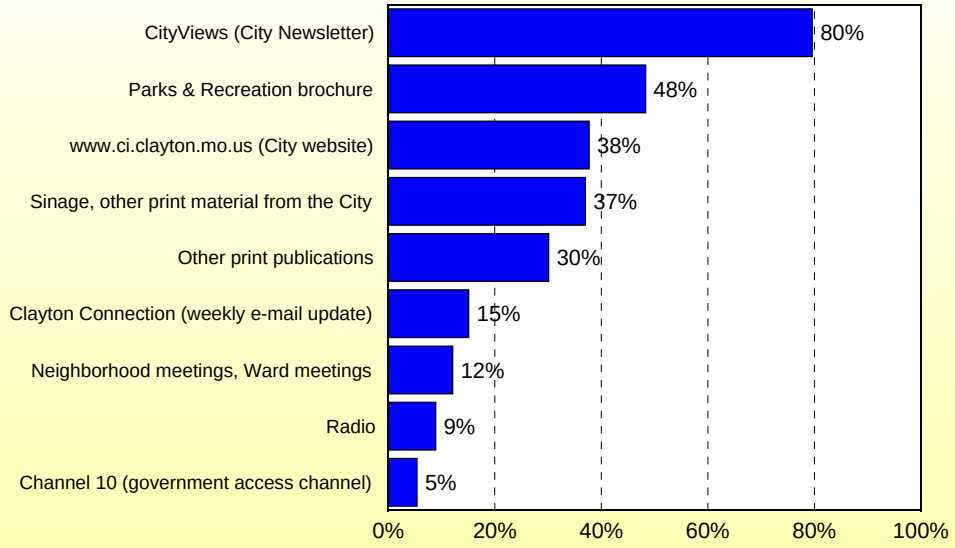
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q25. Primary Sources of Information about Activities and Services in the Community

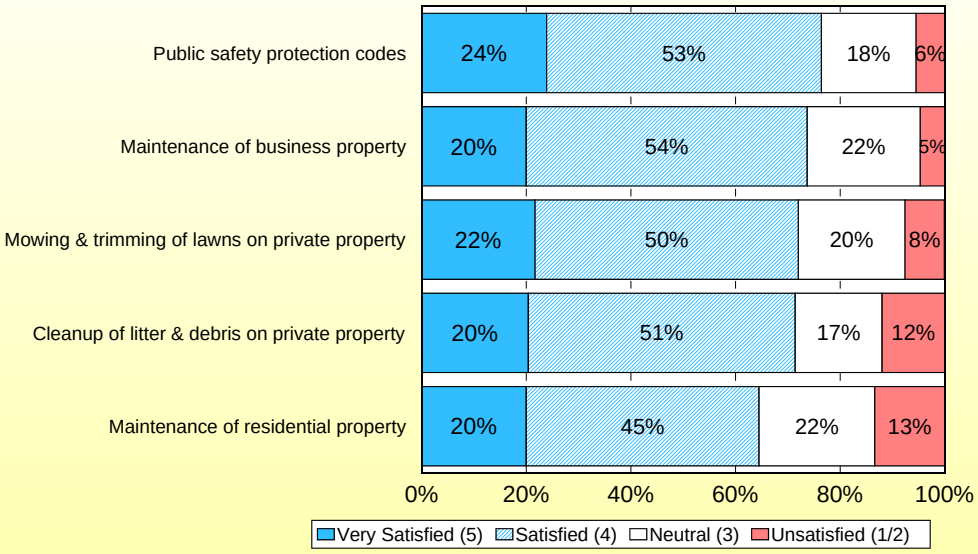
by percentage of respondents (multiple responses were allowed)



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q26. Satisfaction with the Enforcement of City Codes and Ordinances

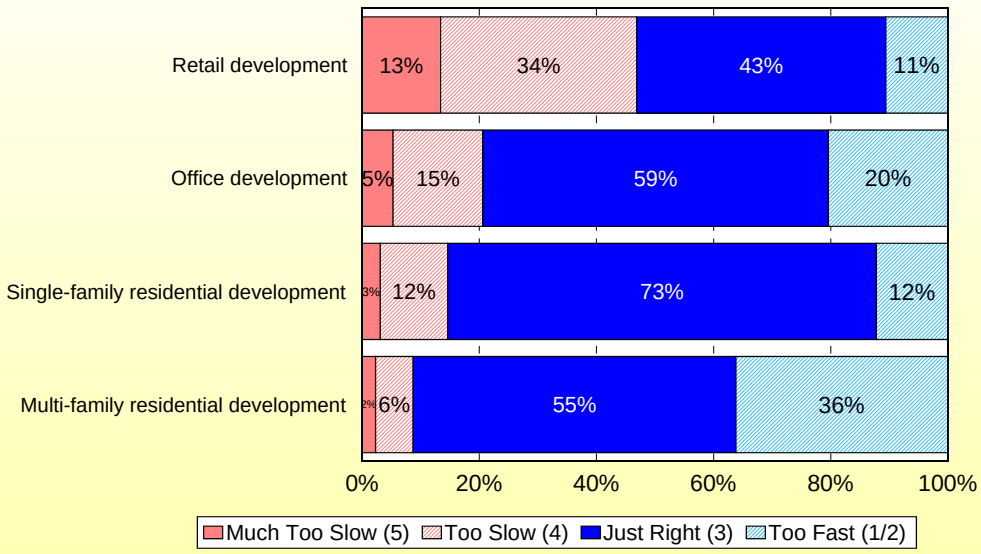
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q27. Current Pace of Economic Development in Clayton

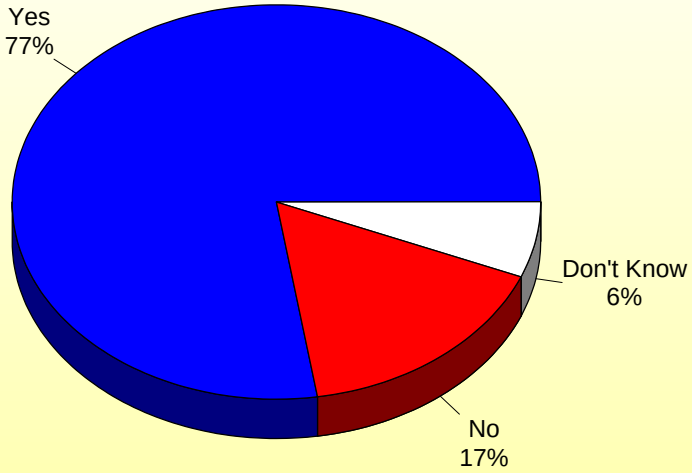
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q28. Would you support a smoking ban in Clayton restaurants and all public areas, regardless of the action of the State or County?

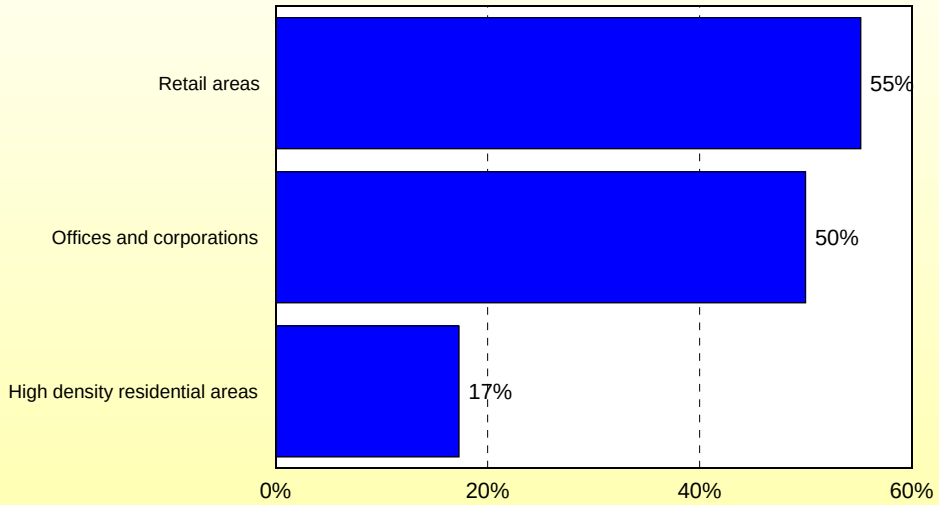
by percentage of respondents



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q29. From which of the following areas would you support the City's use of financial incentives to attract and expand?

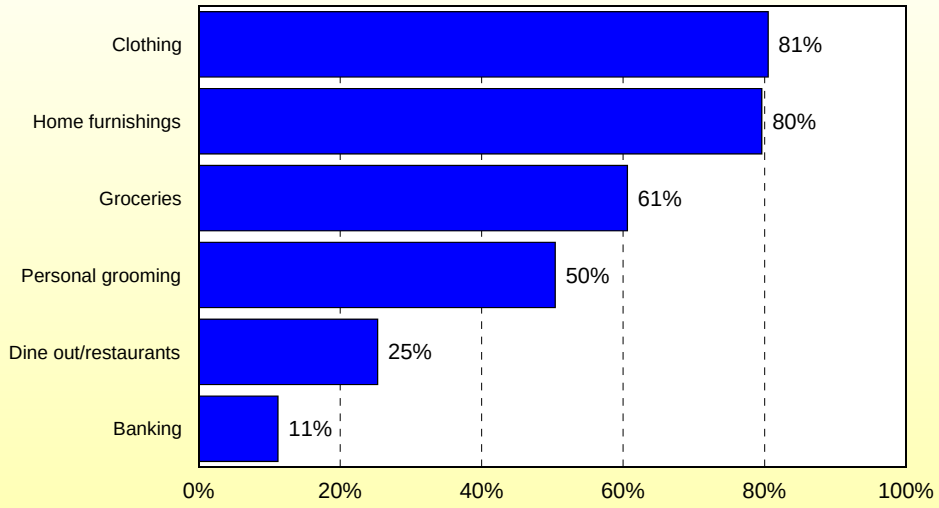
by percentage of respondents (multiple responses were allowed)



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q30. Goods and Services That Residents Typically Leave Clayton To Get

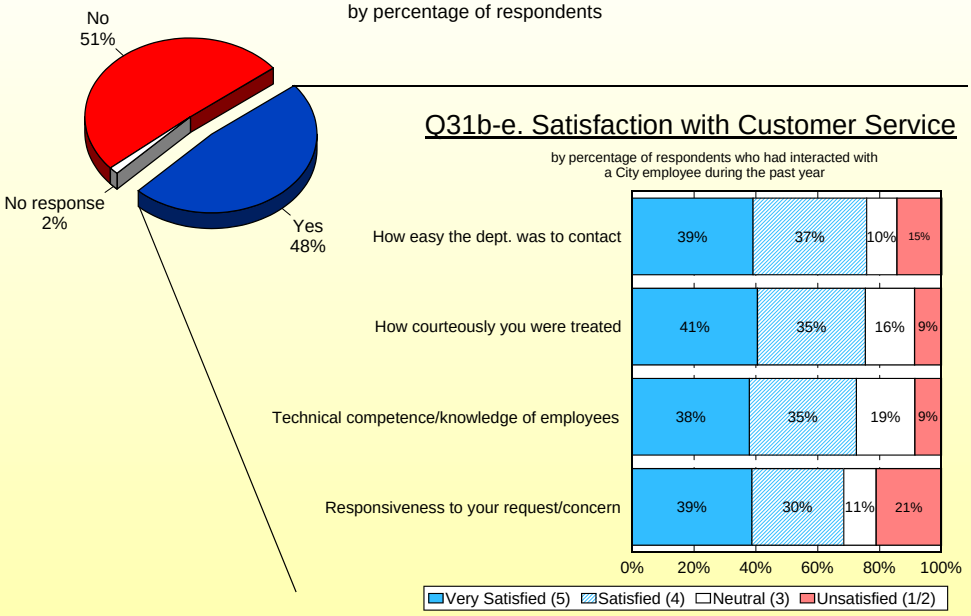
by percentage of respondents (multiple responses were allowed)



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q31. Have you contacted the City with a question, problem or complaint during the past year?

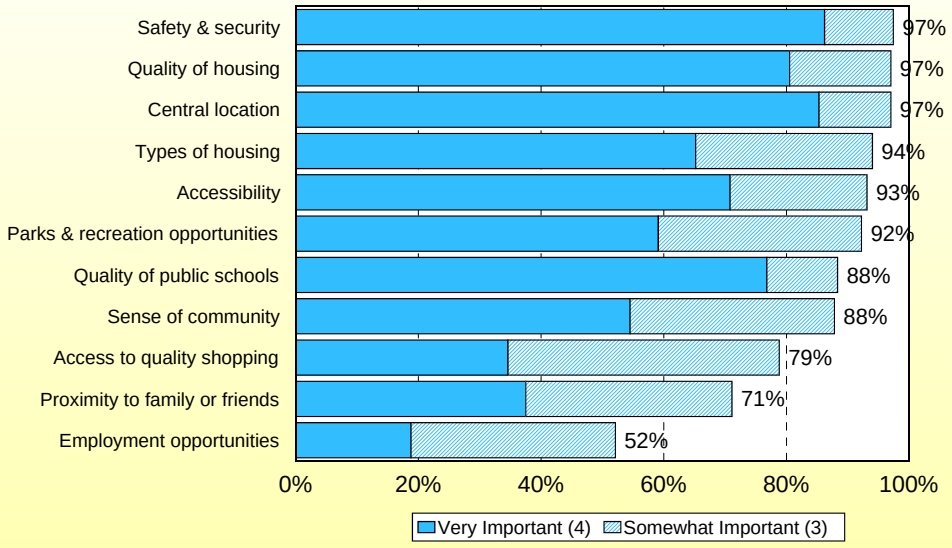
by percentage of respondents



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q32. How important was each of the following in your decision to live in Clayton?

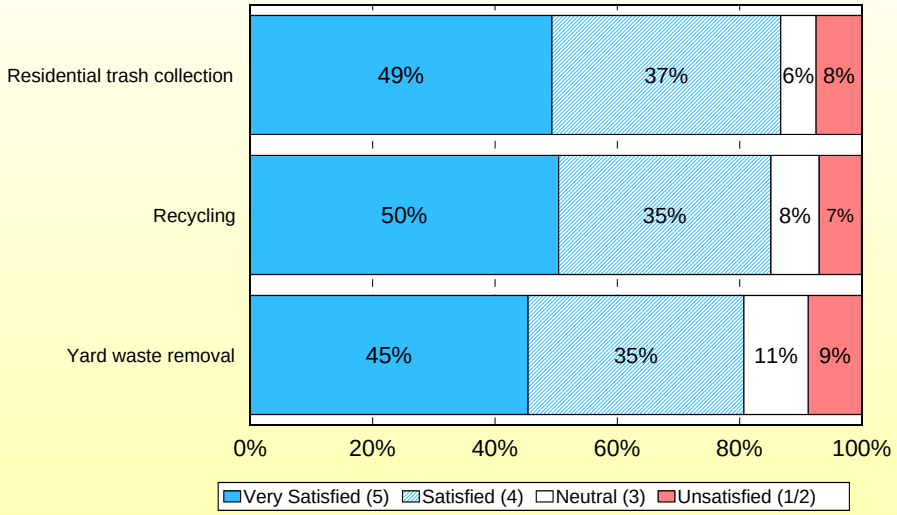
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q33. Satisfaction with the Trash Service in Clayton

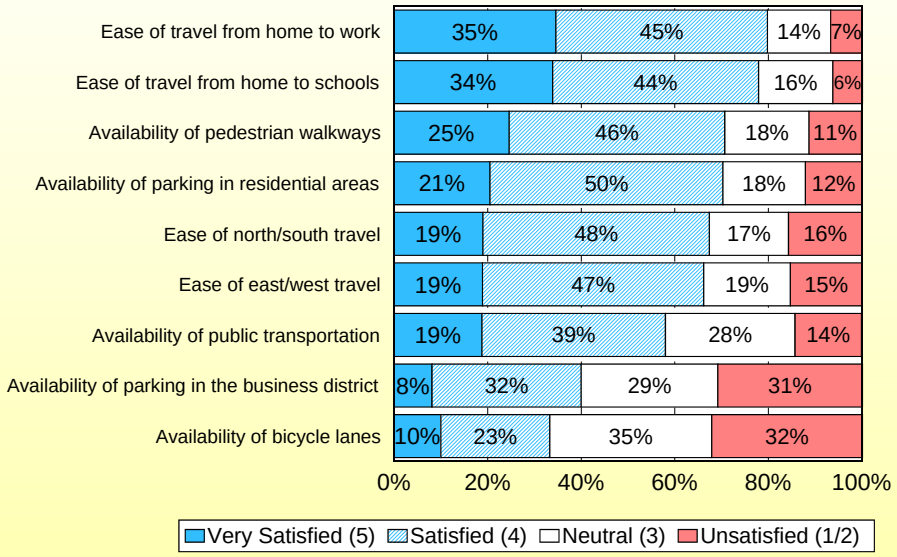
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q34. Satisfaction with Transportation in Clayton

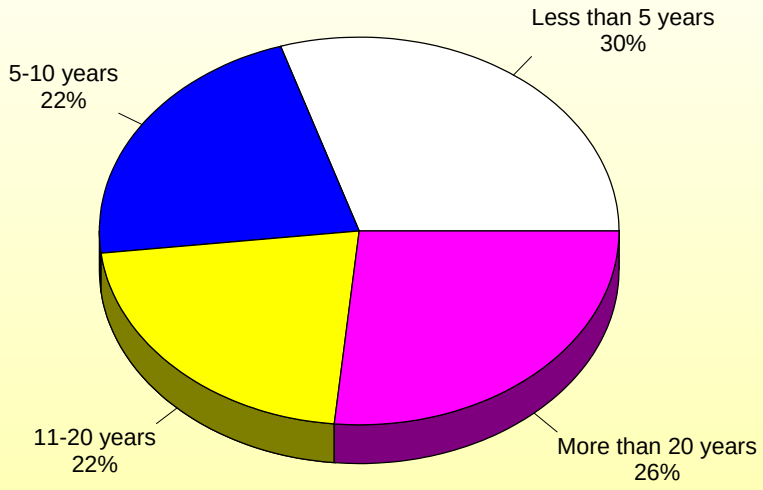
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q35. Demographics: How Many Years Have You Lived in the City of Clayton?

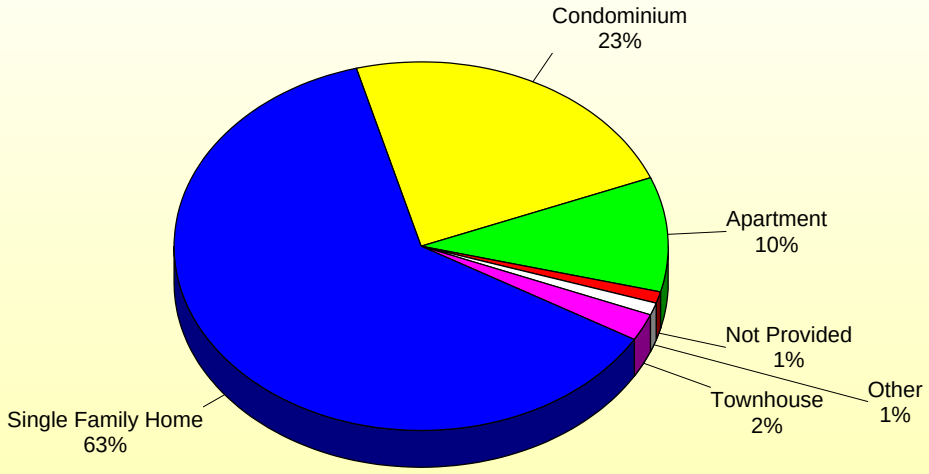
by percentage of respondents



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q37. Demographics: In what kind of home do you live in?

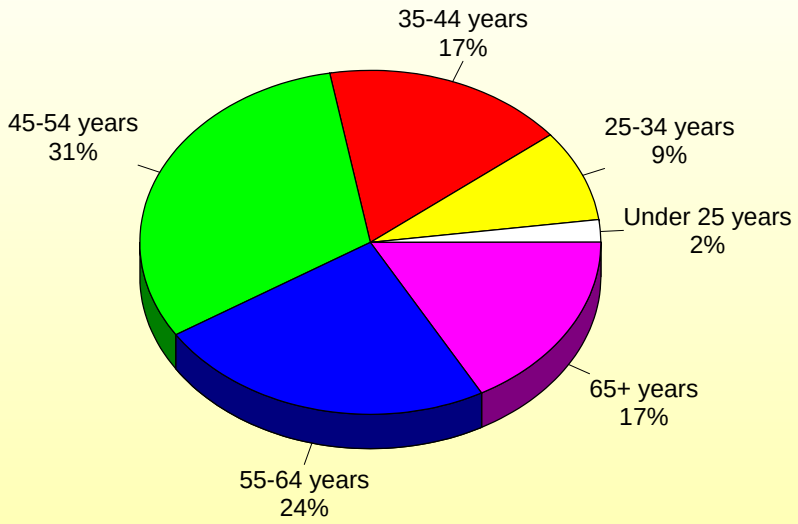
by percentage of respondents



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q38. Demographics: Age of Respondents

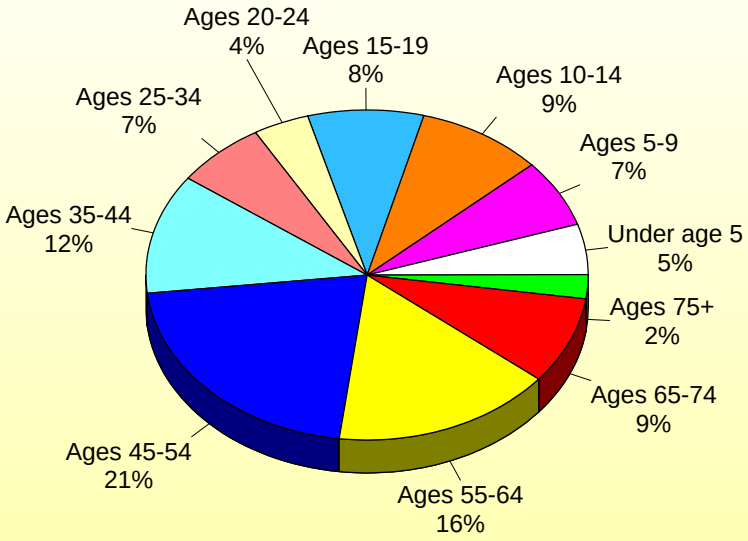
by percentage of respondents



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q39. Demographics: Ages of Household Occupants

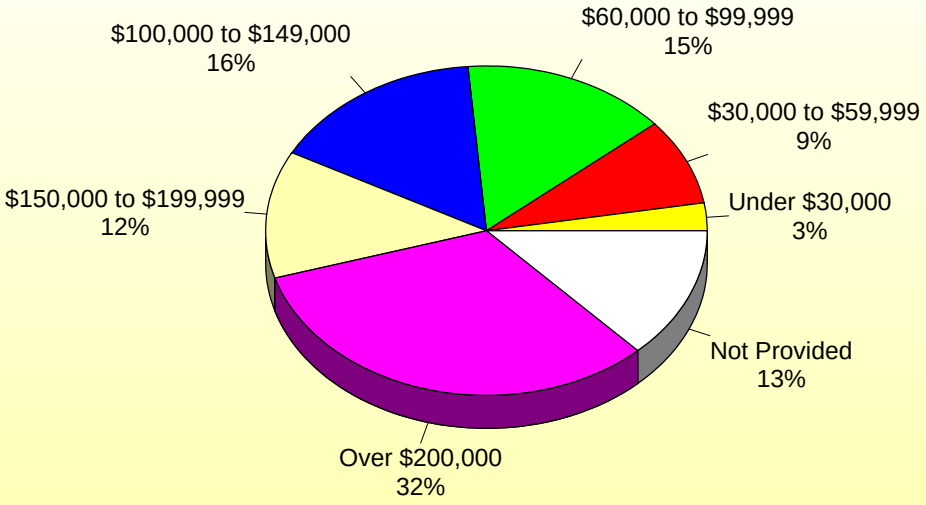
by percentage of persons in households



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q40. Demographics: Household Income

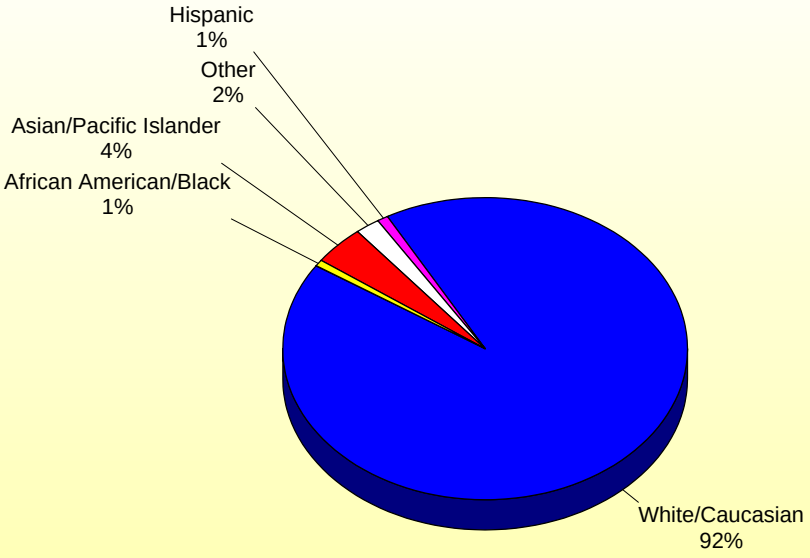
by percentage of respondents



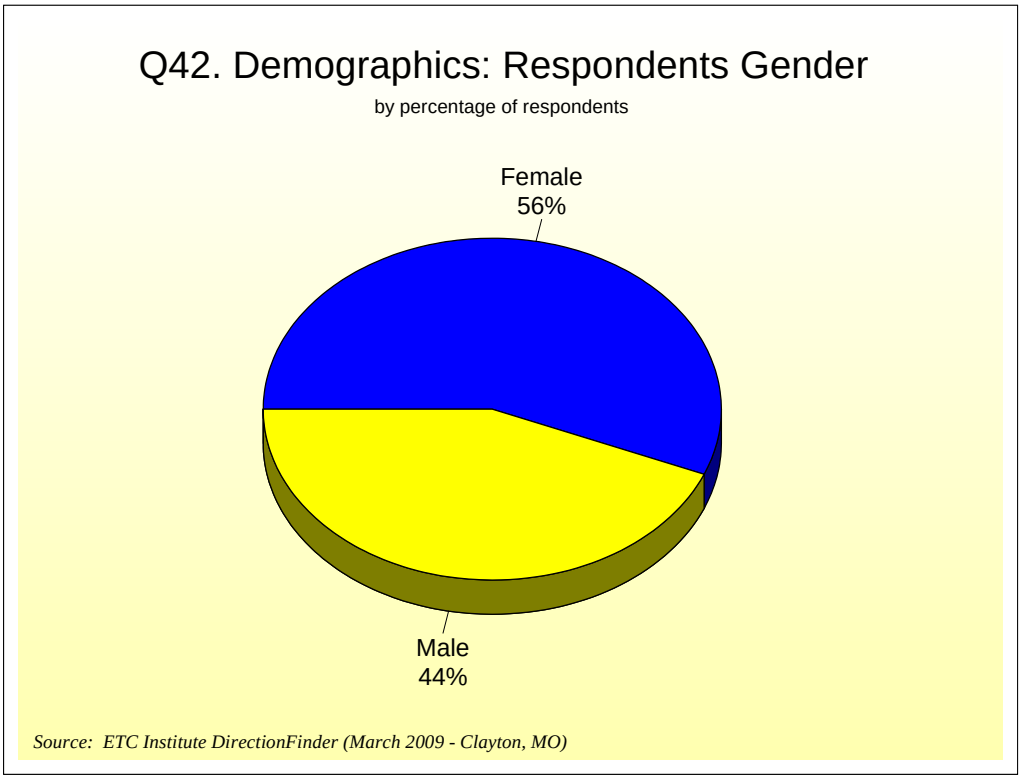
Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Q41. Demographics: Race/Ethnicity

by percentage of respondents



Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)


Q42. Demographics: Respondents Gender
by percentage of respondents
Female
56%
Male
44%
Source: ETC Institute DirectionFinder (March 2009 - Clayton, MO)

Section 2:
Benchmarking Data

DirectionFinder® Survey
Year 2009 Benchmarking Summary Report

Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders in Kansas and Missouri use statistically valid community survey data as a tool for making better decisions.

Since November 1999, the survey has been administered in more than 140 cities and counties in 31 states. This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute in the Fall of 2007 to a random sample of more than 2,000 residents in the continental United States and (2) surveys that have been administered by ETC Institute in 39 communities in Kansas and Missouri between January 2004 and February 20009. Some of the Kansas and Missouri communities represented in this report include:

- Ballwin, Missouri
- Blue Springs, Missouri
- Bonner Springs, Kansas
- Butler, Missouri
- Columbia, Missouri
- Excelsior Springs, Missouri
- Gardner, Kansas
- Grandview, Missouri
- Independence, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Lawrence, Kansas
- Leawood, Kansas
- Lee's Summit, Missouri
- Lenexa, Kansas
- Liberty, Missouri
- Merriam, Kansas
- Mission, Kansas
- O'Fallon, Missouri
- Olathe, Kansas
- Overland Park, Kansas
- Platte City, Missouri
- Pleasant Hill, Missouri
- Raymore, Missouri
- Riverside, Missouri
- Roeland Park, Kansas
- Rolla, Missouri
- Shawnee, Kansas
- Spring Hill, Kansas
- Unified Government of Kansas City and Wyandotte County

National Benchmarks. The first set of charts on the following pages show how the overall results for Clayton compare to the national average based on the results of a survey that was administered by ETC Institute to a random sample of 2,000 U.S. residents.

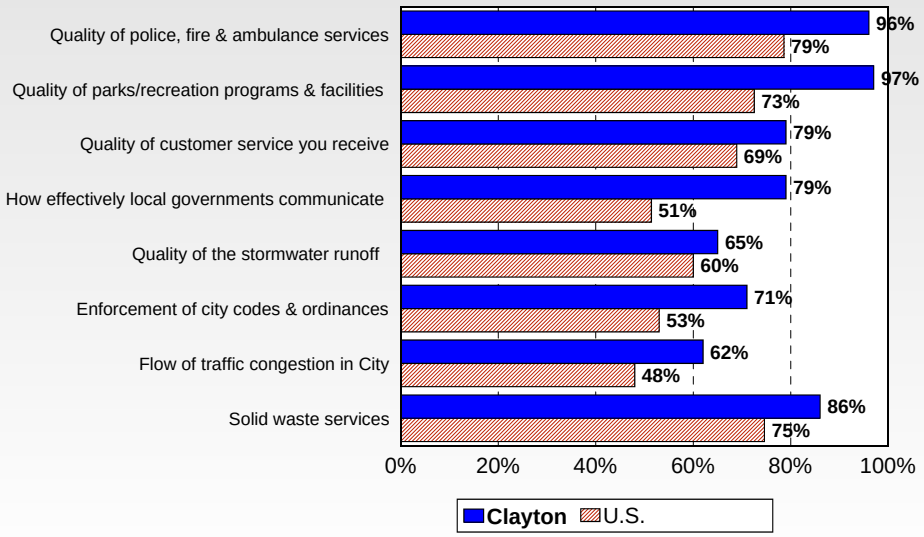
Kansas/Missouri Benchmarks. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 39 communities, some of which are listed above, for more than 30 areas of service delivery. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the Kansas and Missouri communities. The actual ratings for Clayton are listed to the right of each chart. The dot on each bar shows how the results for Clayton compare to the other communities in the states of Kansas and Missouri where the DirectionFinder® survey has been administered.

National Benchmarks
(All Communities)

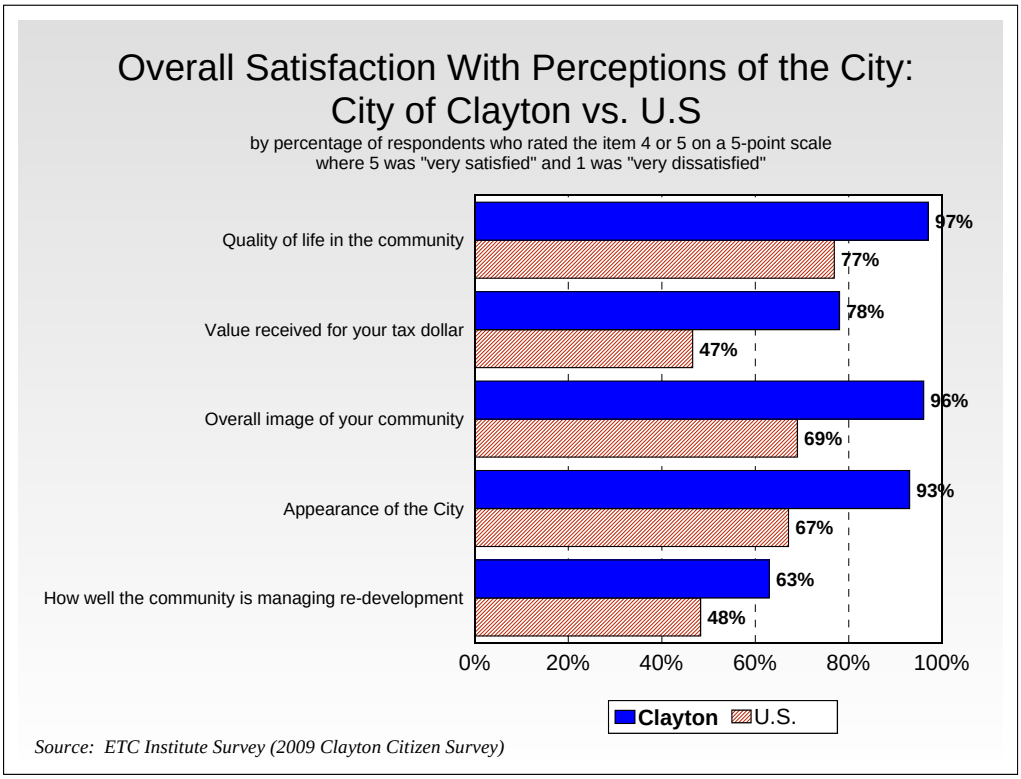
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Clayton is not authorized without written consent from ETC Institute.

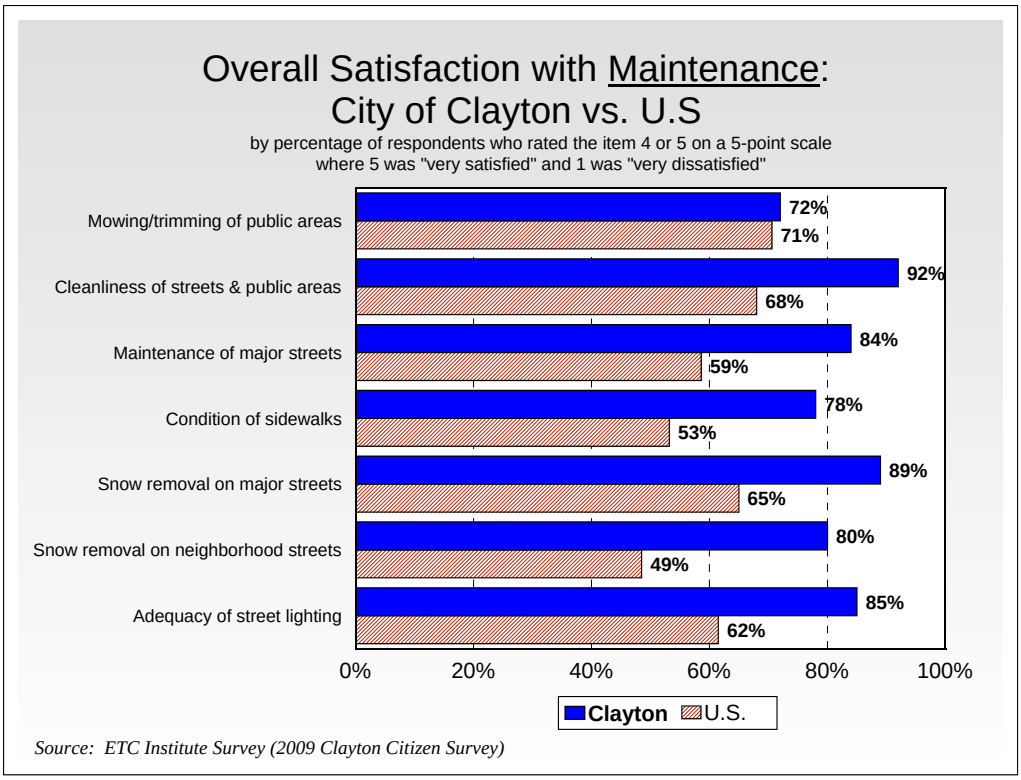
Overall Satisfaction with City Services: City of Clayton vs. U.S

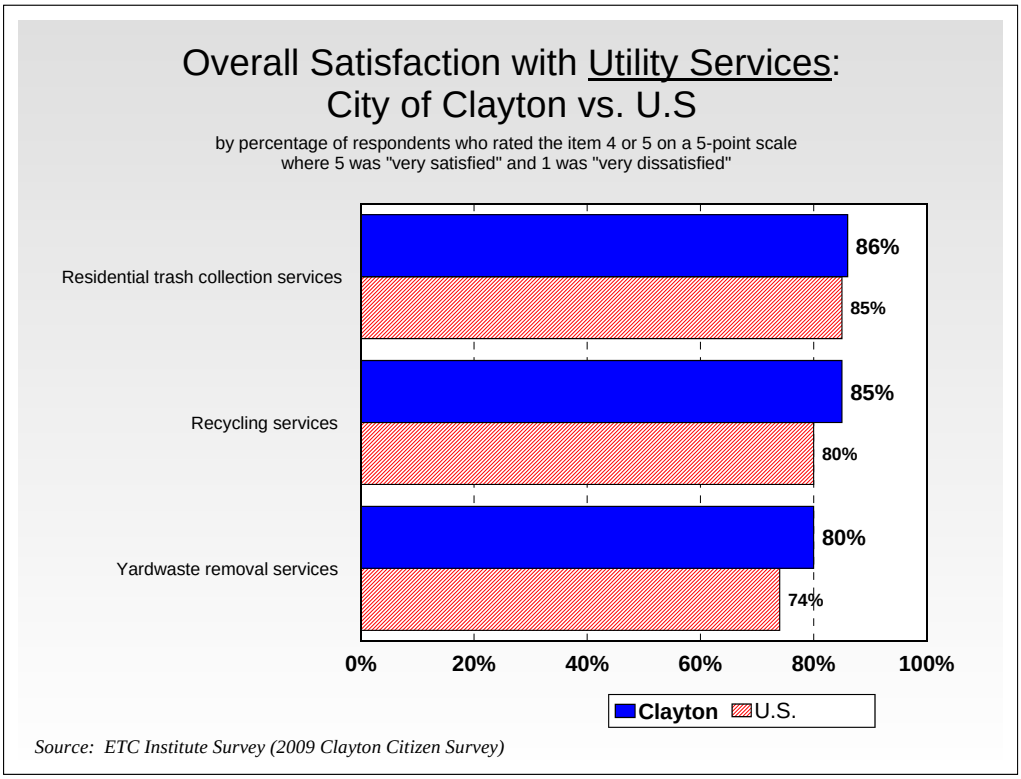
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

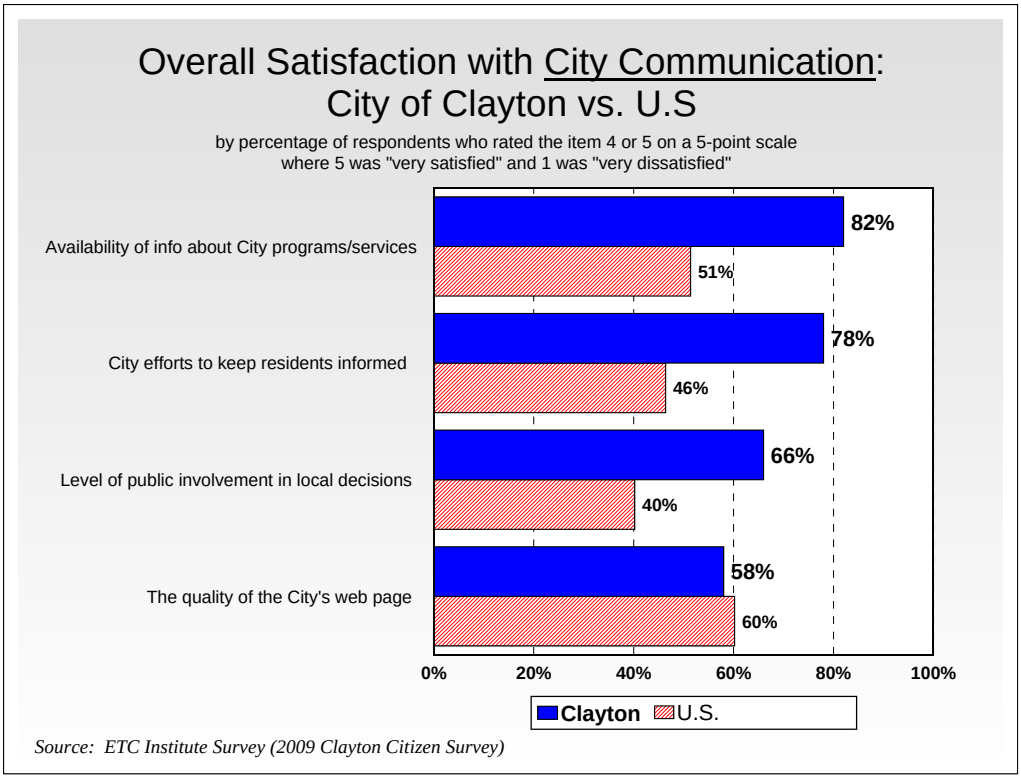


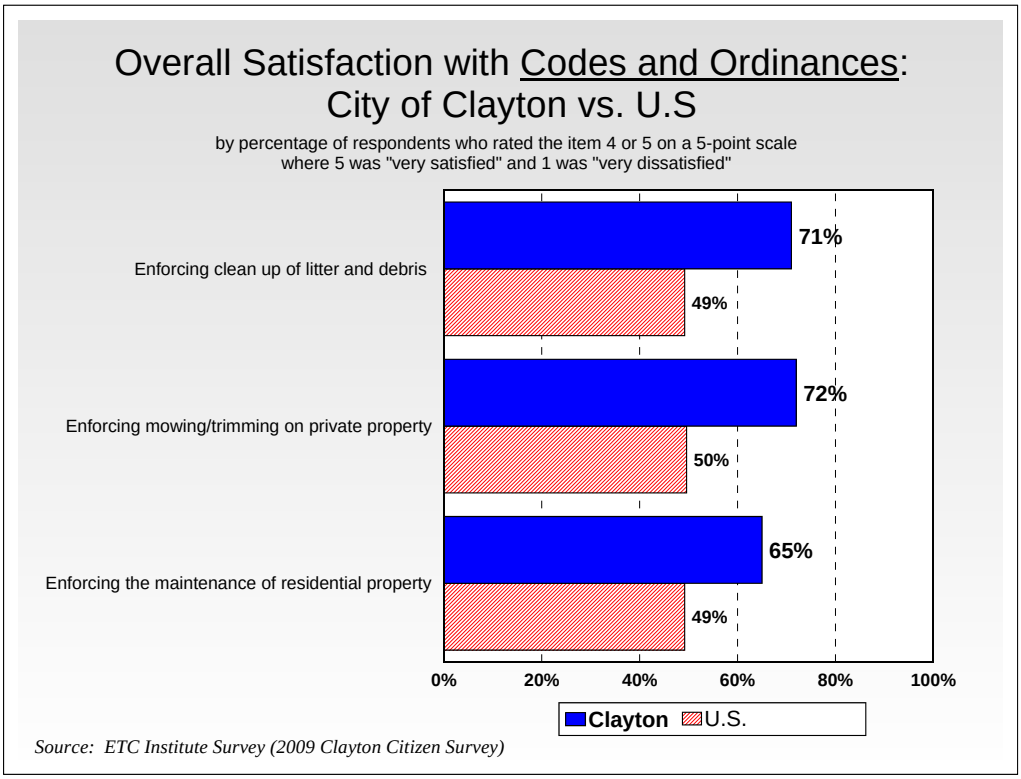
Source: ETC Institute Survey (2009 Clayton Citizen Survey)

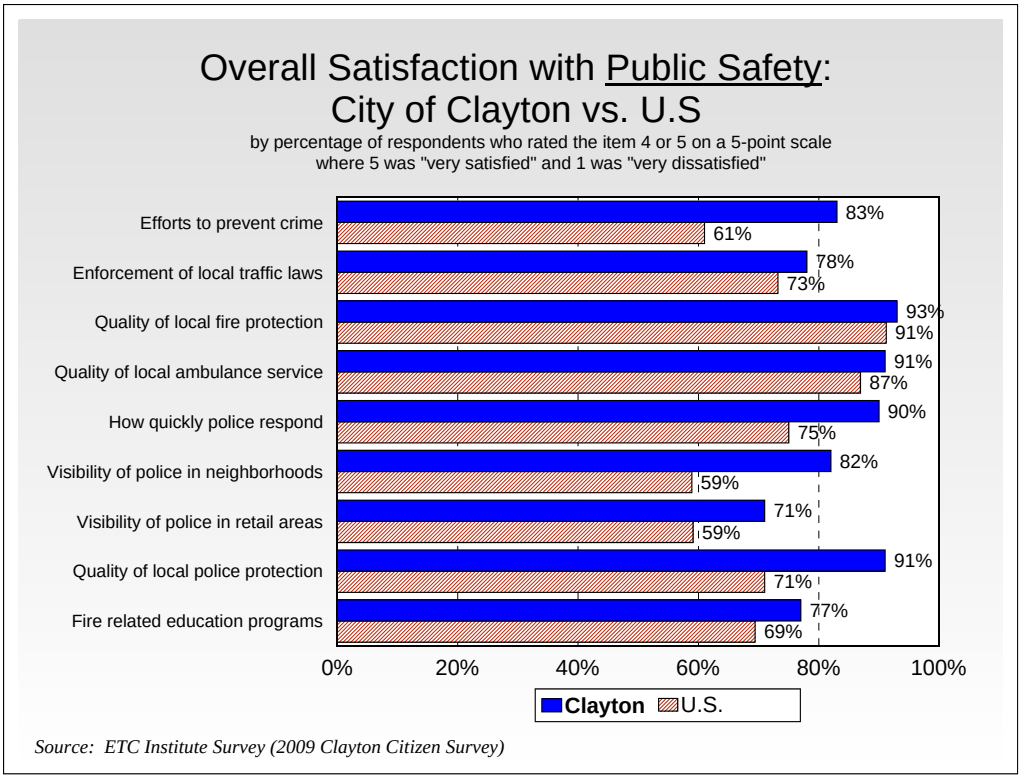

Overall Satisfaction With Perceptions of the City:
City of Clayton vs. U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"
Quality of life in the community
97%
77%
Value received for your tax dollar
78%
47%
Overall image of your community
96%
69%
Appearance of the City
93%
67%
How well the community is managing re-development
63%
48%
0%
20%
40%
60%
80%
100%
Clayton
U.S.
Source: ETC Institute Survey (2009 Clayton Citizen Survey)

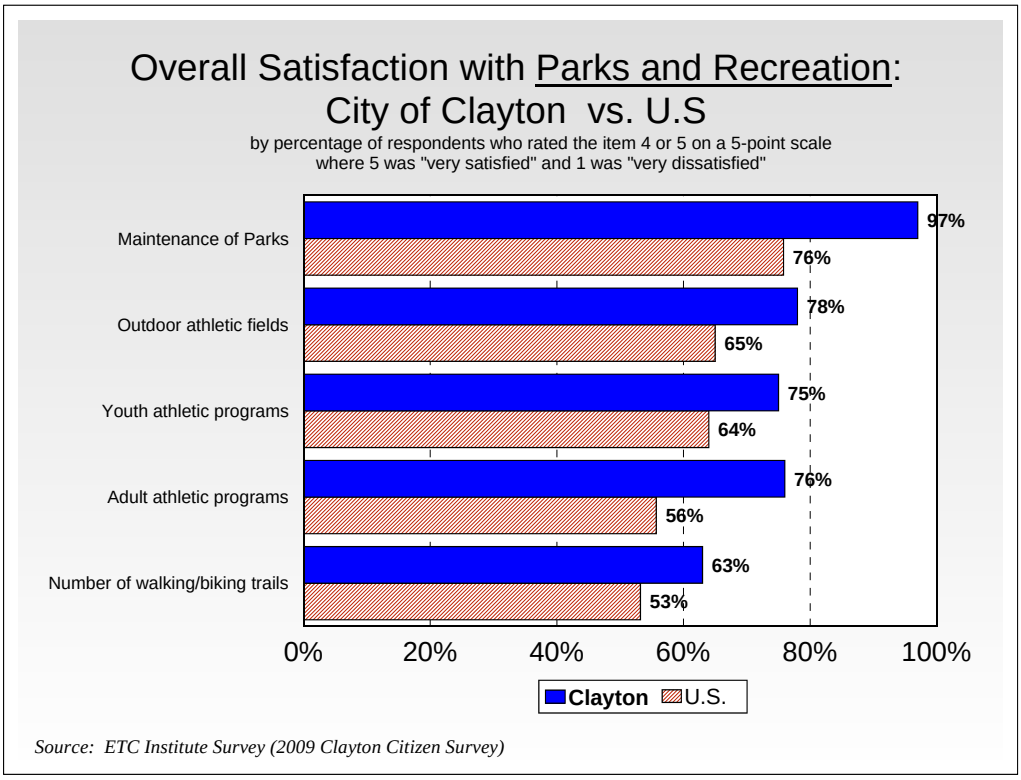

Overall Satisfaction with Maintenance:
City of Clayton vs. U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"
Mowing/trimming of public areas
72%
71%
Cleanliness of streets & public areas
92%
68%
Maintenance of major streets
84%
59%
Condition of sidewalks
78%
53%
Snow removal on major streets
89%
65%
Snow removal on neighborhood streets
80%
49%
Adequacy of street lighting
85%
62%
0%
20%
40%
60%
80%
100%
Clayton
U.S.
Source: ETC Institute Survey (2009 Clayton Citizen Survey)


Overall Satisfaction with Utility Services:
City of Clayton vs. U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"
Residential trash collection services
86%
85%
Recycling services
85%
80%
Yardwaste removal services
80%
74%
0%
20%
40%
60%
80%
100%
Clayton
U.S.
Source: ETC Institute Survey (2009 Clayton Citizen Survey)


Overall Satisfaction with City Communication:
City of Clayton vs. U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"
Availability of info about City programs/services
82%
51%
City efforts to keep residents informed
78%
46%
Level of public involvement in local decisions
66%
40%
The quality of the City's web page
58%
60%
0%
20%
40%
60%
80%
100%
Clayton
U.S.
Source: ETC Institute Survey (2009 Clayton Citizen Survey)

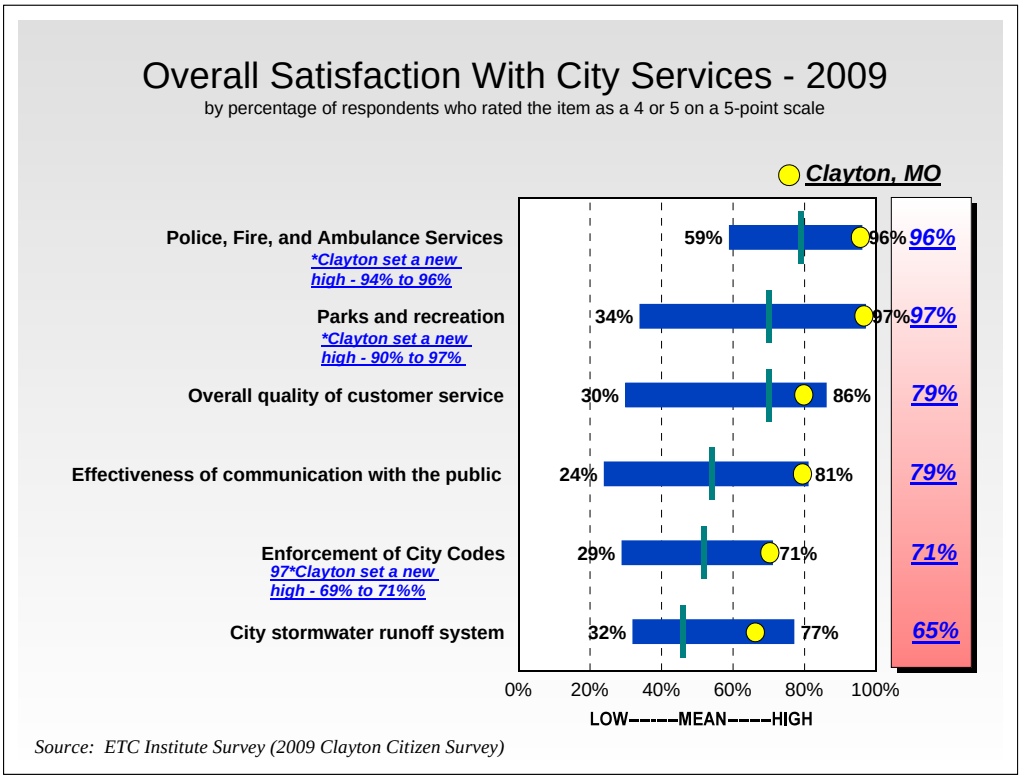

Overall Satisfaction with Codes and Ordinances:
City of Clayton vs. U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"
Enforcing clean up of litter and debris
71%
49%
Enforcing mowing/trimming on private property
72%
50%
Enforcing the maintenance of residential property
65%
49%
0%
20%
40%
60%
80%
100%
Clayton
U.S.
Source: ETC Institute Survey (2009 Clayton Citizen Survey)

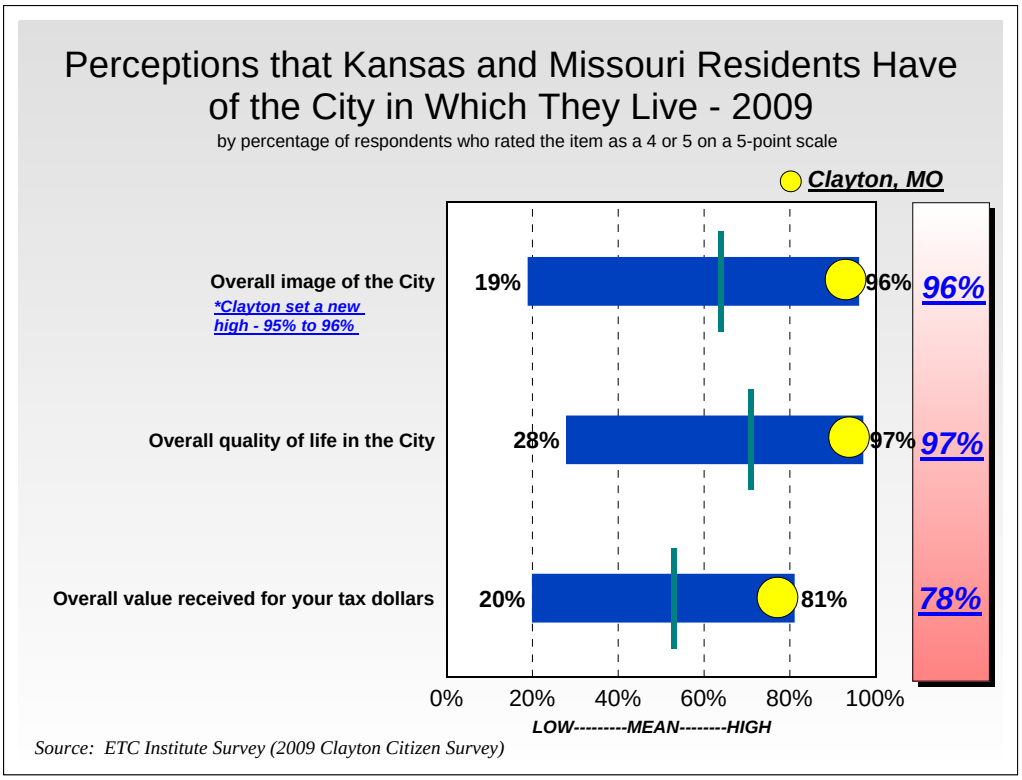

Overall Satisfaction with Public Safety:
City of Clayton vs. U.S
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied"
Efforts to prevent crime
83%
61%
Enforcement of local traffic laws
78%
73%
Quality of local fire protection
93%
91%
Quality of local ambulance service
91%
87%
How quickly police respond
90%
75%
Visibility of police in neighborhoods
82%
59%
Visibility of police in retail areas
71%
59%
Quality of local police protection
91%
71%
Fire related education programs
77%
69%
0%
20%
40%
60%
80%
100%
Clayton
U.S.
Source: ETC Institute Survey (2009 Clayton Citizen Survey)

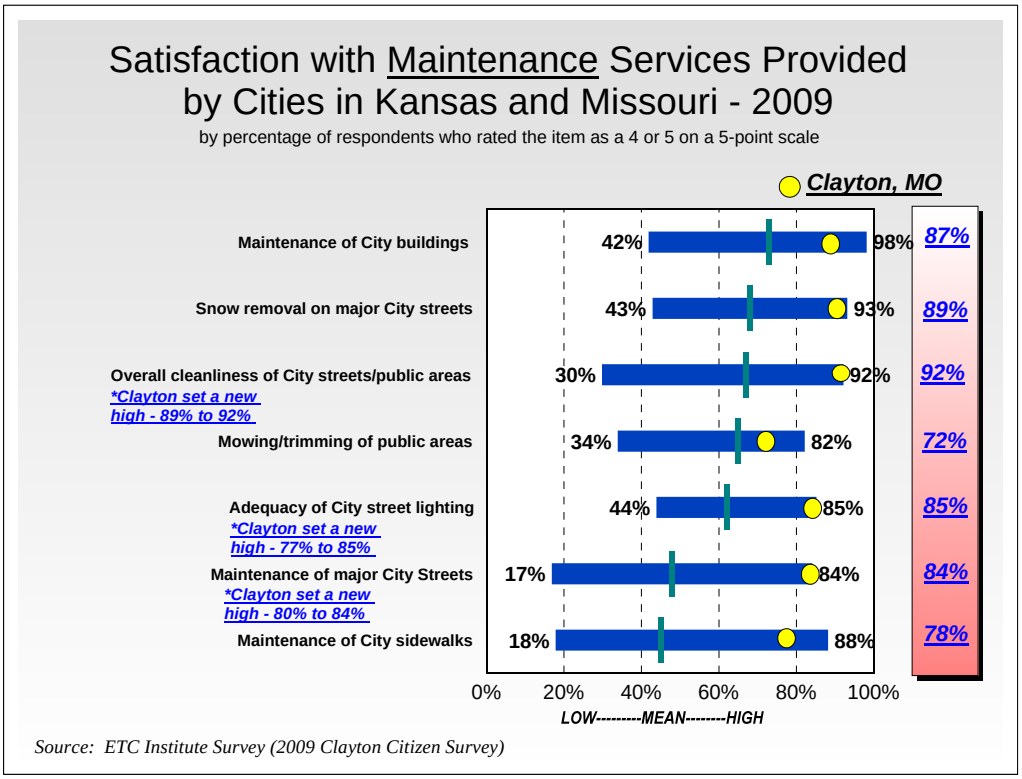


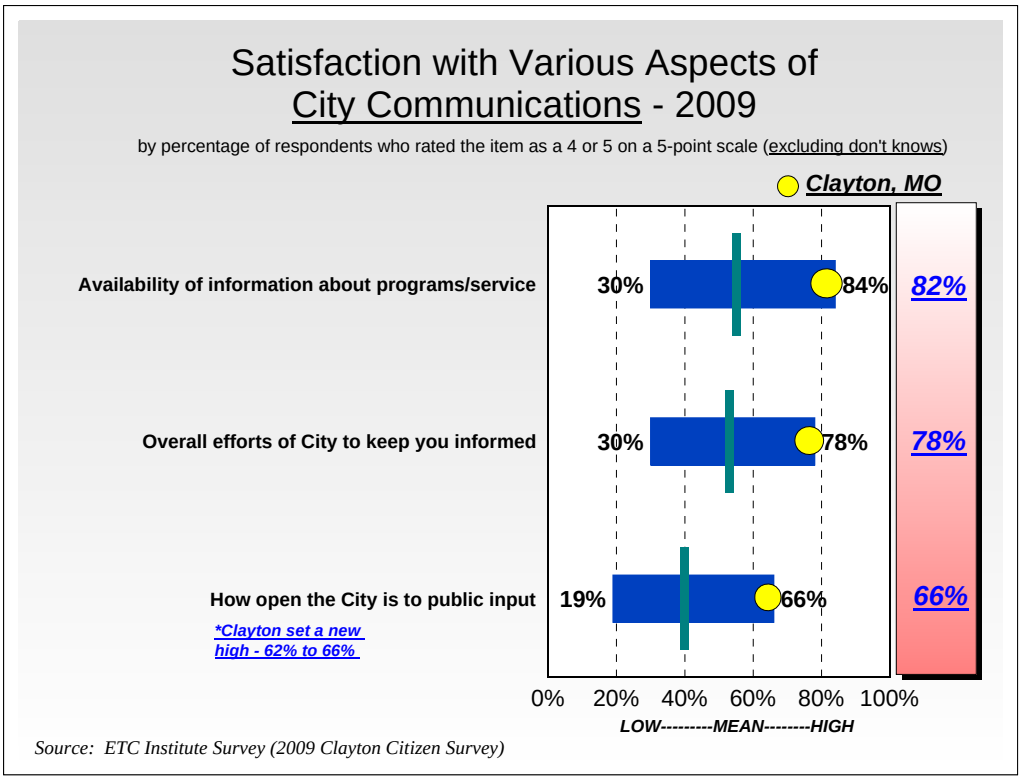
Source: ETC Institute Survey (2009 Clayton Citizen Survey)

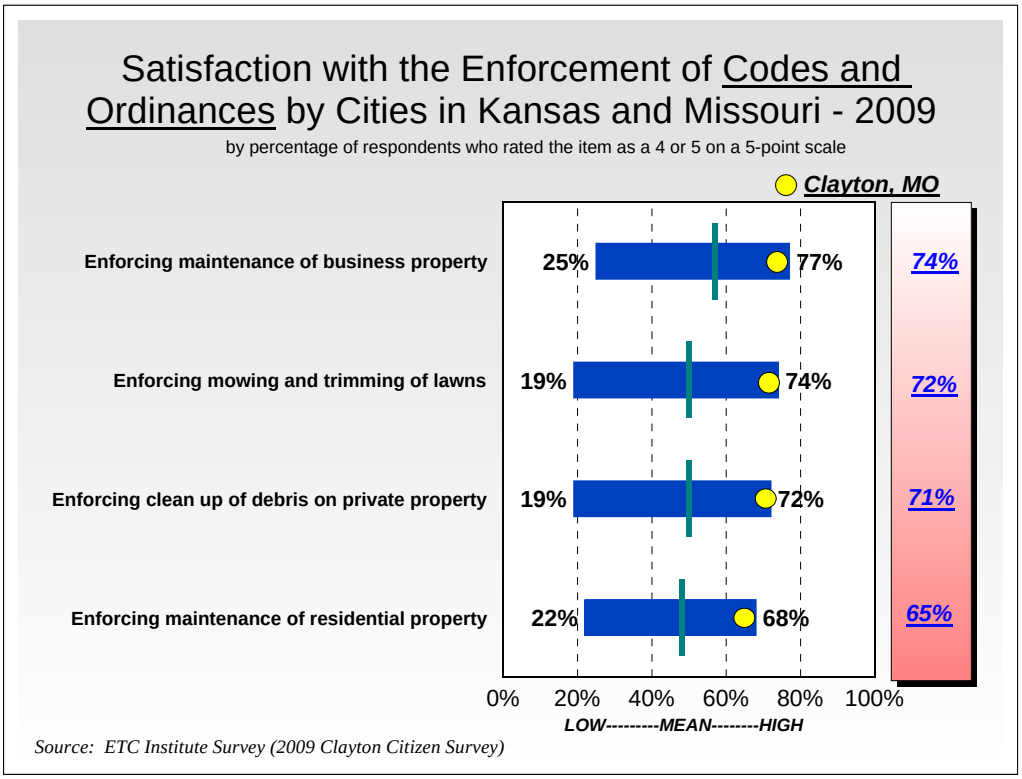
Kansas and Missouri Benchmarks

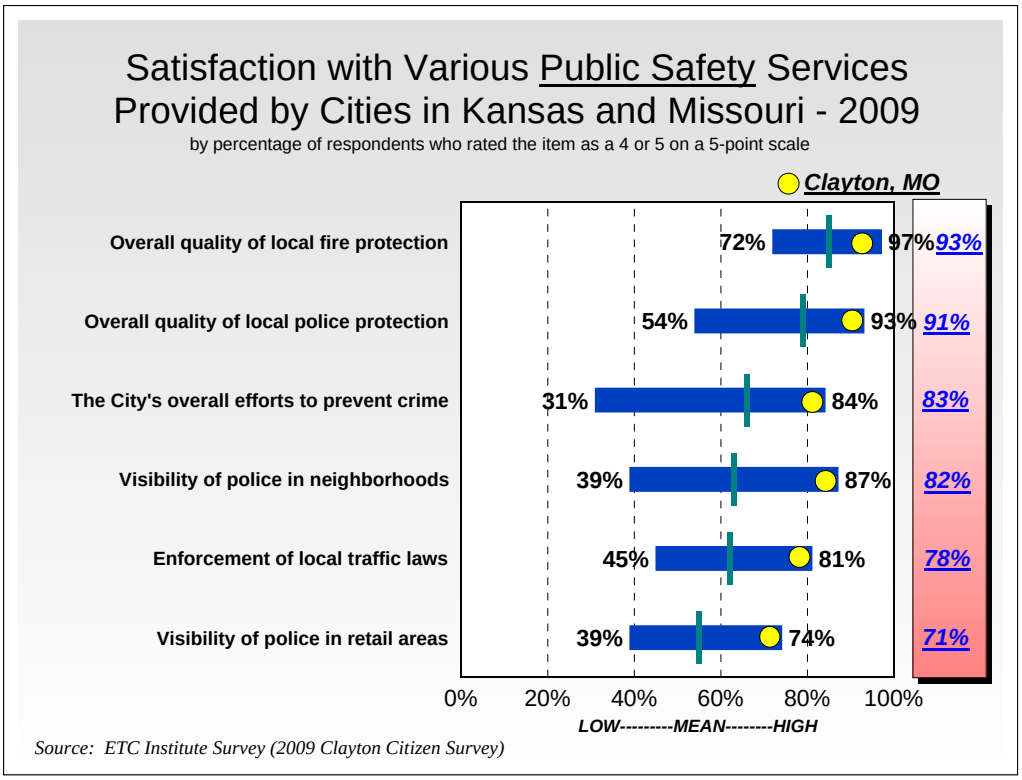

Overall Satisfaction With City Services - 2009
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
Clayton, MO
Police, Fire, and Ambulance Services
*Clayton set a new high - 94% to 96%
59%
96%
96%
Parks and recreation
*Clayton set a new high - 90% to 97%
34%
97%
97%
Overall quality of customer service
30%
86%
79%
Effectiveness of communication with the public
24%
81%
79%
Enforcement of City Codes
97*Clayton set a new high - 69% to 71%%
29%
71%
71%
City stormwater runoff system
32%
77%
65%
0%
20%
40%
60%
80%
100%
LOW------MEAN-----HIGH
Source: ETC Institute Survey (2009 Clayton Citizen Survey)

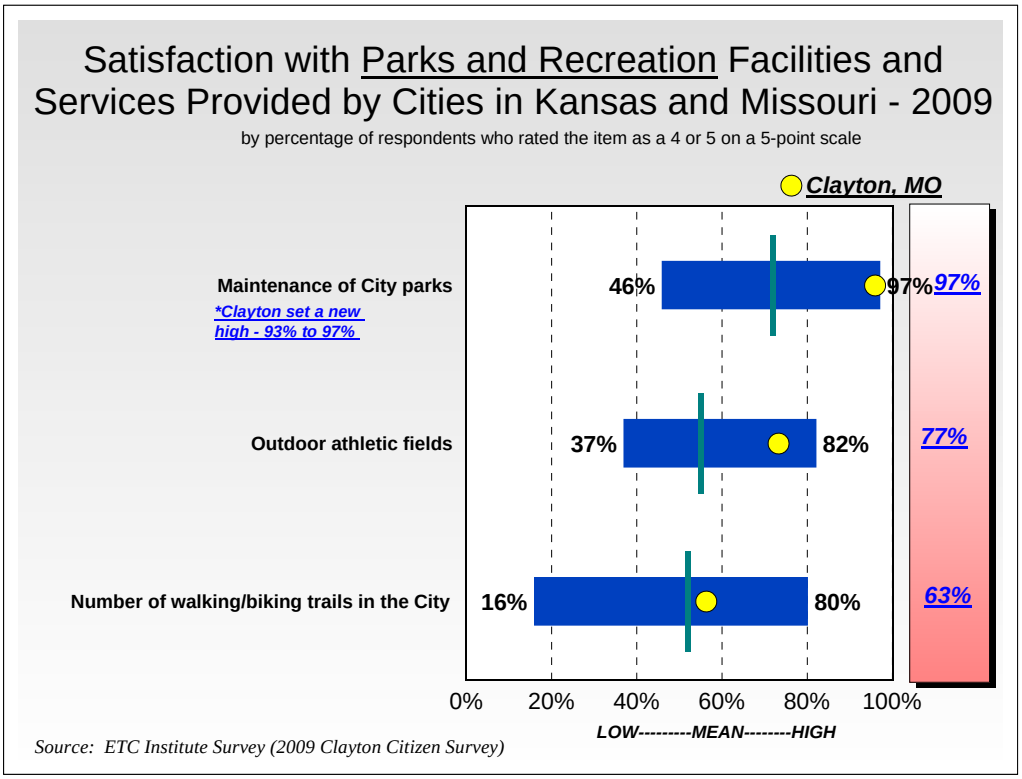

Perceptions that Kansas and Missouri Residents Have of the City in Which They Live - 2009
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
Clayton, MO
Overall image of the City
*Clayton set a new high - 95% to 96%
19%
96%
96%
Overall quality of life in the City
28%
97%
97%
Overall value received for your tax dollars
20%
81%
78%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: ETC Institute Survey (2009 Clayton Citizen Survey)


Satisfaction with Maintenance Services Provided by Cities in Kansas and Missouri - 2009
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
Clayton, MO
Maintenance of City buildings
42%
98%
87%
Snow removal on major City streets
43%
93%
89%
Overall cleanliness of City streets/public areas
*Clayton set a new high - 89% to 92%
30%
92%
92%
Mowing/trimming of public areas
34%
82%
72%
Adequacy of City street lighting
*Clayton set a new high - 77% to 85%
44%
85%
85%
Maintenance of major City Streets
*Clayton set a new high - 80% to 84%
17%
84%
84%
Maintenance of City sidewalks
18%
88%
78%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: ETC Institute Survey (2009 Clayton Citizen Survey)


Satisfaction with Various Aspects of City Communications - 2009
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Clayton, MO
Availability of information about programs/service
30%
84%
82%
Overall efforts of City to keep you informed
30%
78%
78%
How open the City is to public input
*Clayton set a new high - 62% to 66%
19%
66%
66%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: ETC Institute Survey (2009 Clayton Citizen Survey)


Satisfaction with the Enforcement of Codes and Ordinances by Cities in Kansas and Missouri - 2009
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
Clayton, MO
Enforcing maintenance of business property
25%
77%
74%
Enforcing mowing and trimming of lawns
19%
74%
72%
Enforcing clean up of debris on private property
19%
72%
71%
Enforcing maintenance of residential property
22%
68%
65%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: ETC Institute Survey (2009 Clayton Citizen Survey)


Satisfaction with Various Public Safety Services Provided by Cities in Kansas and Missouri - 2009
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
Clayton, MO
Overall quality of local fire protection
72%
97%
93%
Overall quality of local police protection
54%
93%
91%
The City's overall efforts to prevent crime
31%
84%
83%
Visibility of police in neighborhoods
39%
87%
82%
Enforcement of local traffic laws
45%
81%
78%
Visibility of police in retail areas
39%
74%
71%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: ETC Institute Survey (2009 Clayton Citizen Survey)


Satisfaction with Parks and Recreation Facilities and Services Provided by Cities in Kansas and Missouri - 2009
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
Clayton, MO
Maintenance of City parks
*Clayton set a new high - 93% to 97%
46%
97%
97%
Outdoor athletic fields
37%
82%
77%
Number of walking/biking trails in the City
16%
80%
63%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: ETC Institute Survey (2009 Clayton Citizen Survey)

Section 3:
Importance-Satisfaction Analysis

Importance-Satisfaction Analysis
Clayton, Missouri

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Thirty percent (30%) ranked the overall quality of *parks and recreation* as one of the most important service to emphasize over the next two years.

With regard to satisfaction, *parks and recreation* was ranked first overall with 97% rating *parks and recreation* as a "4" or a "5" on a 5-point scale excluding "Don't know" responses. The I-S rating for *parks and recreation* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 30% was multiplied by 3% (1-0.97). This calculation yielded an I-S rating of 0.0090, which was ranked eighth out of nine major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an activity as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis (IS>=0.20)*
- *Increase Current Emphasis (0.10<=IS<0.20)*
- *Maintain Current Emphasis (IS<0.10)*

The results for Clayton are provided on the following page.

Importance-Satisfaction Rating
City of Clayton
OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Flow of traffic & congestion management	**55%**	**1**	**62%**	**9**	0.2090	**1**
High Priority (IS .10-.20)						
Quality of storm water management system	**29%**	**5**	**65%**	**8**	0.1015	**2**
Medium Priority (IS <.10)						
Enforcement of building/housing codes/ordinances	**21%**	**6**	**71%**	**7**	0.0609	**3**
Maintenance of City streets	**39%**	**3**	**86%**	**4**	0.0546	**4**
Effectiveness of City communication with citizens	**16%**	**7**	**79%**	**6**	0.0336	**5**
Quality of customer service from City employees	**14%**	**8**	**79%**	**5**	0.0294	**6**
Quality of public safety services	**39%**	**2**	**96%**	**2**	0.0156	**7**
Quality of parks & recreation programs/facilities	**30%**	**4**	**97%**	**1**	0.0090	**8**
Maintenance of City buildings and facilities	**8%**	**9**	**92%**	**3**	0.0064	**9**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating
City of Clayton
PUBLIC SAFETY

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
City efforts to prevent crime	**37%**	**1**	**83%**	**9**	0.0629	**1**
Visibility of police in neighborhoods	**34%**	**2**	**82%**	**10**	0.0612	**2**
Visibility of police in retail areas	**20%**	**3**	**71%**	**13**	0.0580	**3**
Enforcement of local traffic laws	**16%**	**4**	**78%**	**11**	0.0352	**4**
City's municipal court	**9%**	**11**	**65%**	**14**	0.0315	**5**
Fire prevention and fire safety/injury prevention	**7%**	**14**	**77%**	**12**	0.0161	**6**
Attitudes/behavior of police toward citizens	**11%**	**6**	**86%**	**8**	0.0154	**7**
Overall competency of Clayton Police Dept	**15%**	**5**	**91%**	**3**	0.0135	**8**
How quickly police respond to emergencies	**10%**	**9**	**90%**	**7**	0.0100	**9**
Quality of Clayton EMS	**9%**	**10**	**91%**	**4**	0.0081	**10**
Quality of Clayton fire protection	**11%**	**7**	**93%**	**1**	0.0077	**11**
Overall competency of Clayton Fire Dept	**11%**	**8**	**93%**	**2**	0.0077	**12**
How quickly ambulance/EMS responds	**7%**	**13**	**90%**	**6**	0.0070	**13**
How quickly the Fire Department responds	**7%**	**12**	**91%**	**5**	0.0063	**14**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %

Most Important %: The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating
City of Clayton
CITY MAINTENANCE/PUBLIC WORKS

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS < .10)						
Condition of City sidewalks	**32%**	**3**	**78%**	**10**	0.0704	**1**
Maintenance of major City Streets	**43%**	**1**	**84%**	**7**	0.0688	**2**
Maintenance of neighborhood streets	**34%**	**2**	**81%**	**8**	0.0646	**3**
Adequacy of City street lighting	**25%**	**5**	**85%**	**6**	0.0375	**4**
Snow removal on neighborhood streets	**17%**	**7**	**80%**	**9**	0.0340	**5**
Landscaping/appearance of areas along streets	**26%**	**4**	**88%**	**3**	0.0312	**6**
Overall cleanliness of streets/public areas	**22%**	**6**	**92%**	**1**	0.0176	**7**
Maintenance of street signs and traffic signals	**13%**	**9**	**87%**	**4**	0.0169	**8**
Snow removal on major City streets	**13%**	**8**	**89%**	**2**	0.0143	**9**
Maintenance of City buildings	**9%**	**10**	**87%**	**5**	0.0117	**10**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating
City of Clayton
PARKS and RECREATION

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Number of walking and biking trails	**42%**	**2**	**63%**	**9**	0.1554	**1**
Medium Priority (IS < .10)						
The City's adult fitness programs	**19%**	**4**	**76%**	**7**	0.0456	**2**
City special events and festivals	**35%**	**3**	**87%**	**3**	0.0455	**3**
The City's youth fitness programs	**18%**	**5**	**75%**	**8**	0.0450	**4**
Quality of outdoor athletic fields	**14%**	**7**	**78%**	**5**	0.0308	**5**
Availability of info about parks/rec programs	**15%**	**6**	**82%**	**4**	0.0270	**6**
Number of outdoor athletic fields	**8%**	**8**	**77%**	**6**	0.0184	**7**
Maintenance of City Parks	**44%**	**1**	**97%**	**1**	0.0132	**8**
How close neighborhood parks are to your home	**4%**	**9**	**91%**	**2**	0.0036	**9**

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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***Importance-Satisfaction Matrix Analysis*.**

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

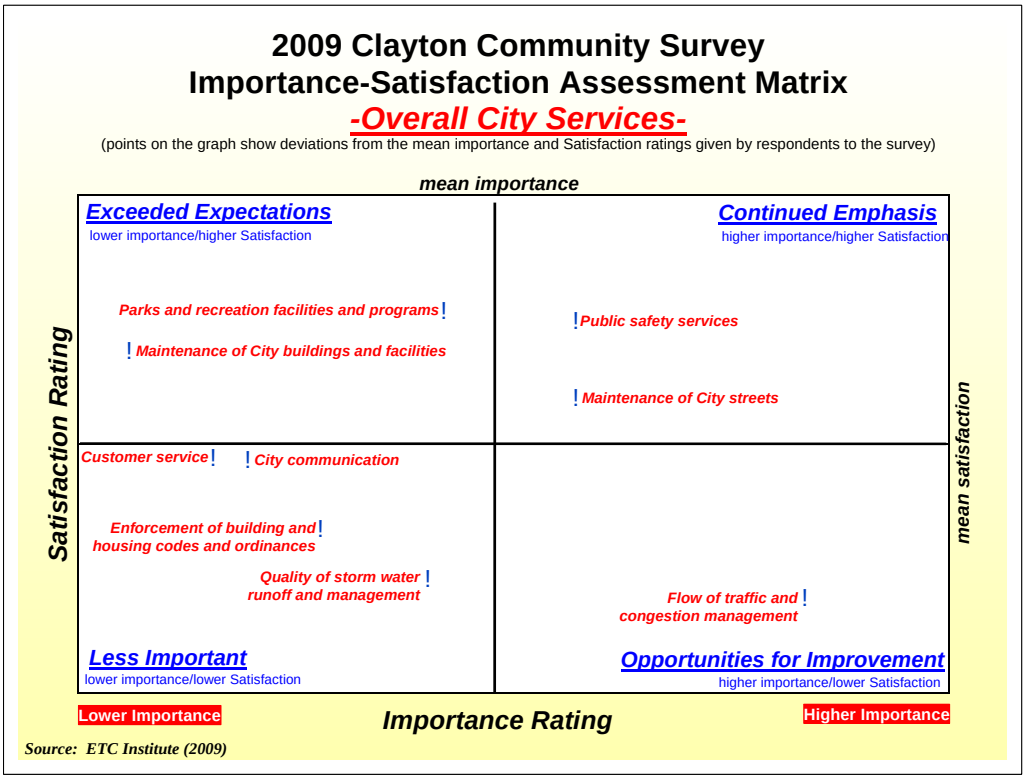
- *Continued Emphasis (above average importance and above average satisfaction).* This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.

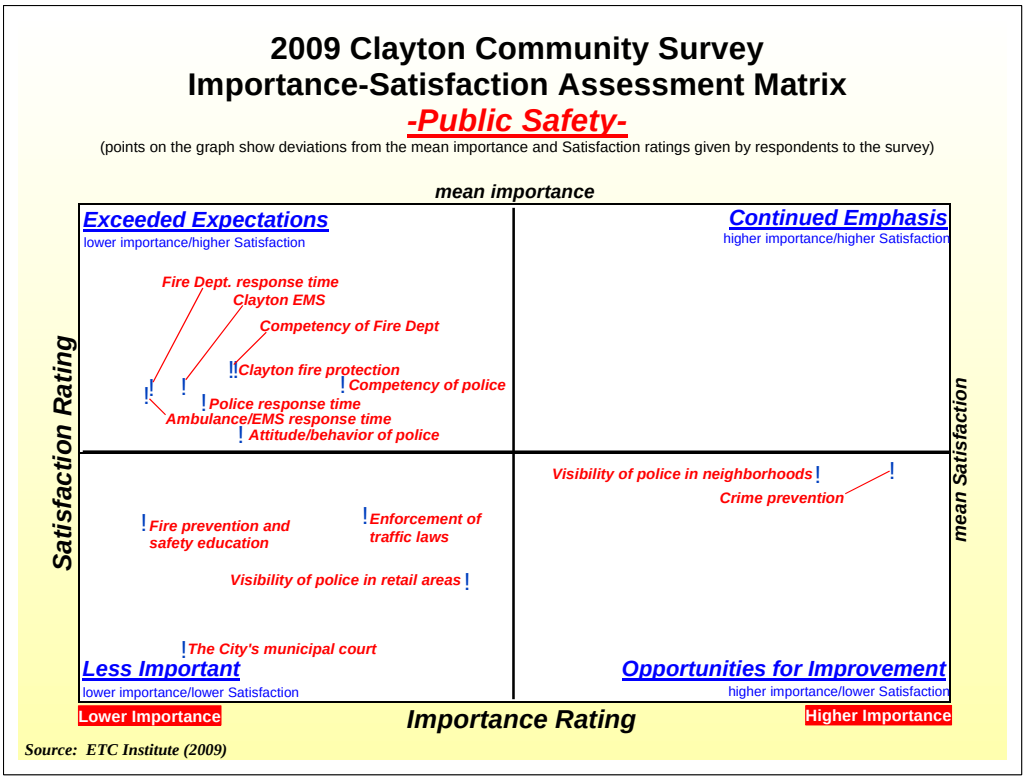
- *Exceeding Expectations (below average importance and above average satisfaction).* This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.

- *Opportunities for Improvement (above average importance and below average satisfaction).* This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.

- *Less Important (below average importance and below average satisfaction).* This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

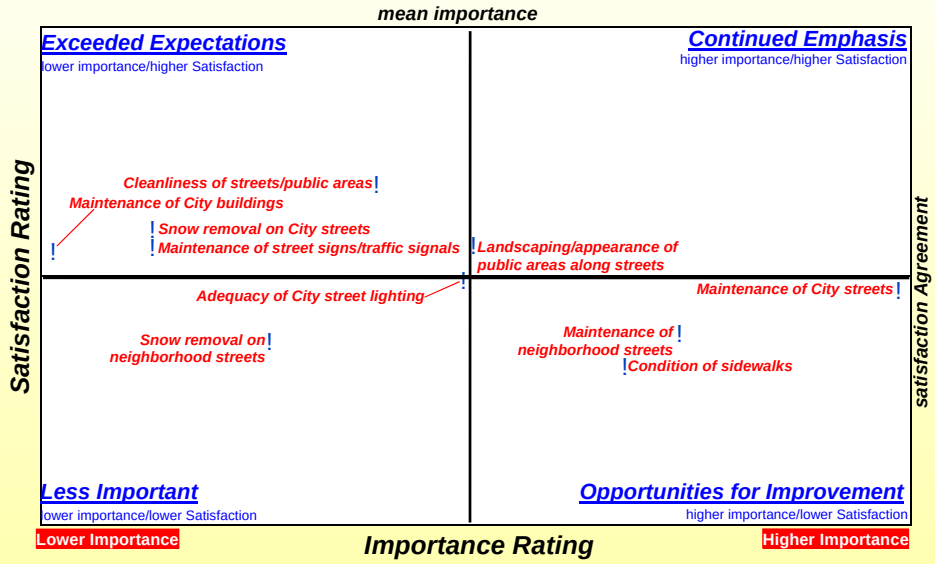
Matrices showing the results for Clayton are provided on the following pages.


2009 Clayton Community Survey
Importance-Satisfaction Assessment Matrix
-Overall City Services-
(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)
mean importance
Exceeded Expectations
lower importance/higher Satisfaction
Continued Emphasis
higher importance/higher Satisfaction
Parks and recreation facilities and programs
Maintenance of City buildings and facilities
Public safety services
Maintenance of City streets
Customer service
City communication
Enforcement of building and housing codes and ordinances
Quality of storm water runoff and management
Flow of traffic and congestion management
Less Important
lower importance/lower Satisfaction
Opportunities for Improvement
higher importance/lower Satisfaction
Satisfaction Rating
mean satisfaction
Lower Importance
Importance Rating
Higher Importance
Source: ETC Institute (2009)


2009 Clayton Community Survey
Importance-Satisfaction Assessment Matrix
-Public Safety-
(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)
mean importance
Exceeded Expectations
lower importance/higher Satisfaction
Continued Emphasis
higher importance/higher Satisfaction
Fire Dept. response time
Clayton EMS
Competency of Fire Dept
Clayton fire protection
Competency of police
Police response time
Ambulance/EMS response time
Attitude/behavior of police
Visibility of police in neighborhoods
Crime prevention
Fire prevention and safety education
Enforcement of traffic laws
Visibility of police in retail areas
The City's municipal court
Less Important
lower importance/lower Satisfaction
Opportunities for Improvement
higher importance/lower Satisfaction
Satisfaction Rating
mean Satisfaction
Lower Importance
Importance Rating
Higher Importance
Source: ETC Institute (2009)

2009 Clayton Community Survey
Importance-Satisfaction Assessment Matrix
-Maintenance/Public Works-

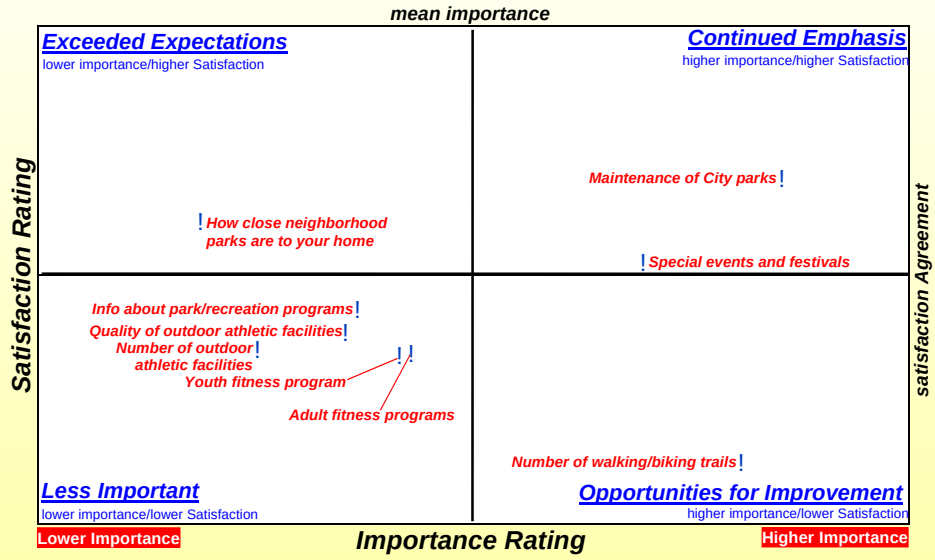
(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2009)

2009 Clayton Community Survey
Importance-Satisfaction Assessment Matrix
-Parks and Recreation-

(points on the graph show deviations from the mean importance and Satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2009)

Section 4:
GIS Maps

Interpreting the Maps

The maps on the following pages show the mean ratings for several questions by census block group for the Garden City area.

When reading the maps, please use the following color scheme as a guide:

- DARK/LIGHT BLUE shades (except for Questions 3 and 4, in which the coloring scheme is reversed) indicate POSITIVE ratings. Shades of blue generally indicate agreement with the item being accessed.

- OFF-WHITE shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents were not sure about the item being accessed.

- ORANGE/RED shades (except for Questions 3 and 4, in which the coloring scheme is reversed) indicate NEGATIVE ratings. Shades of orange/red generally indicate disagreement with the item being accessed.

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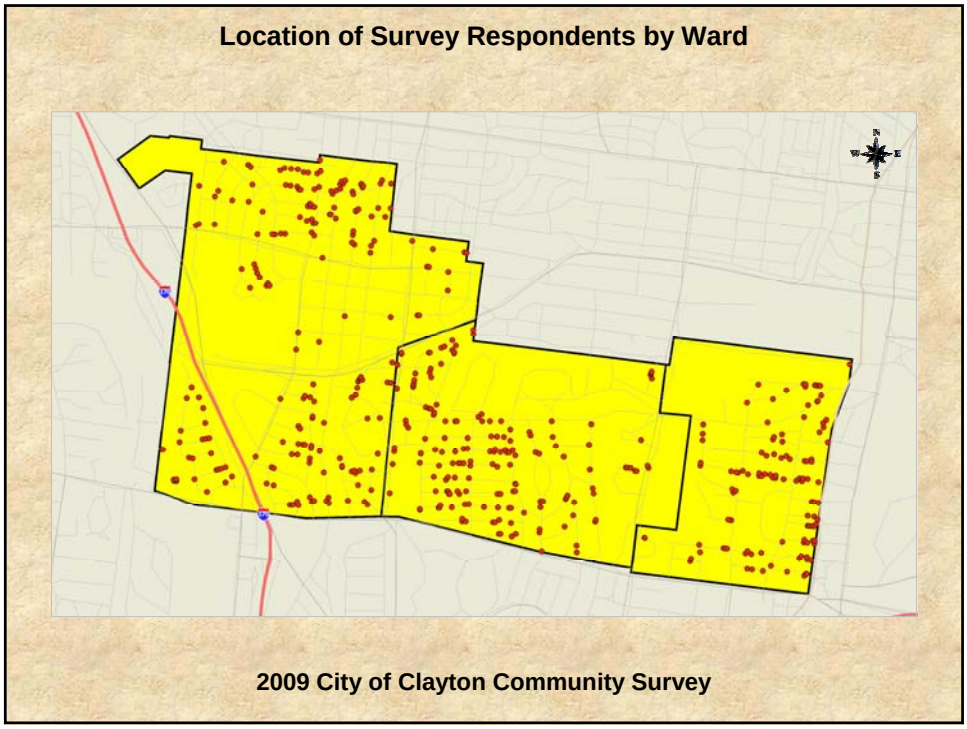
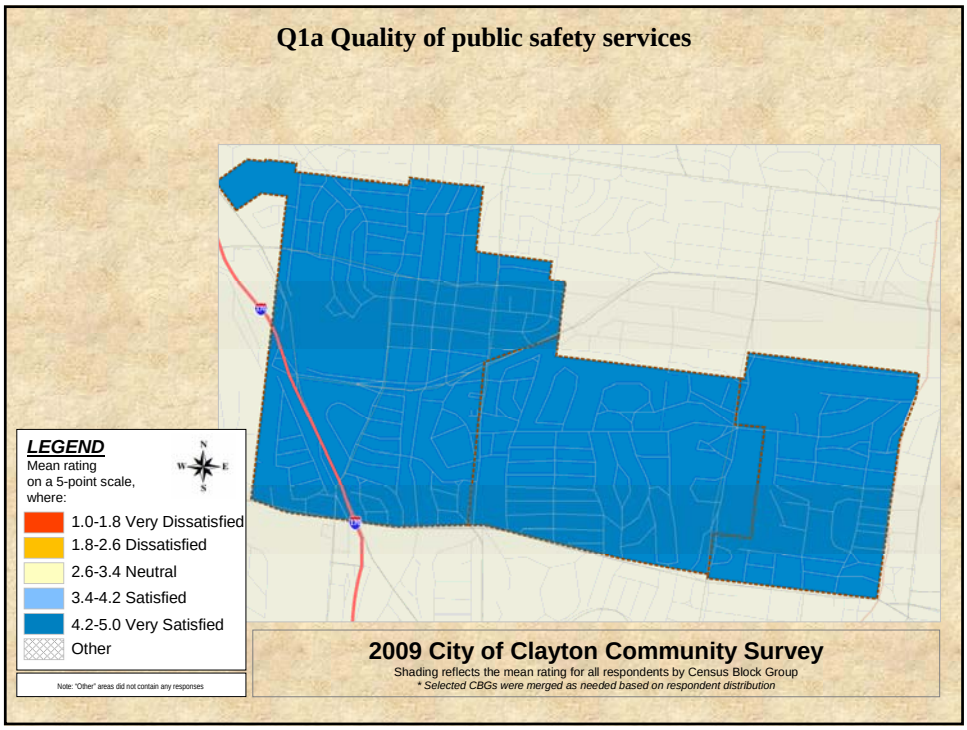
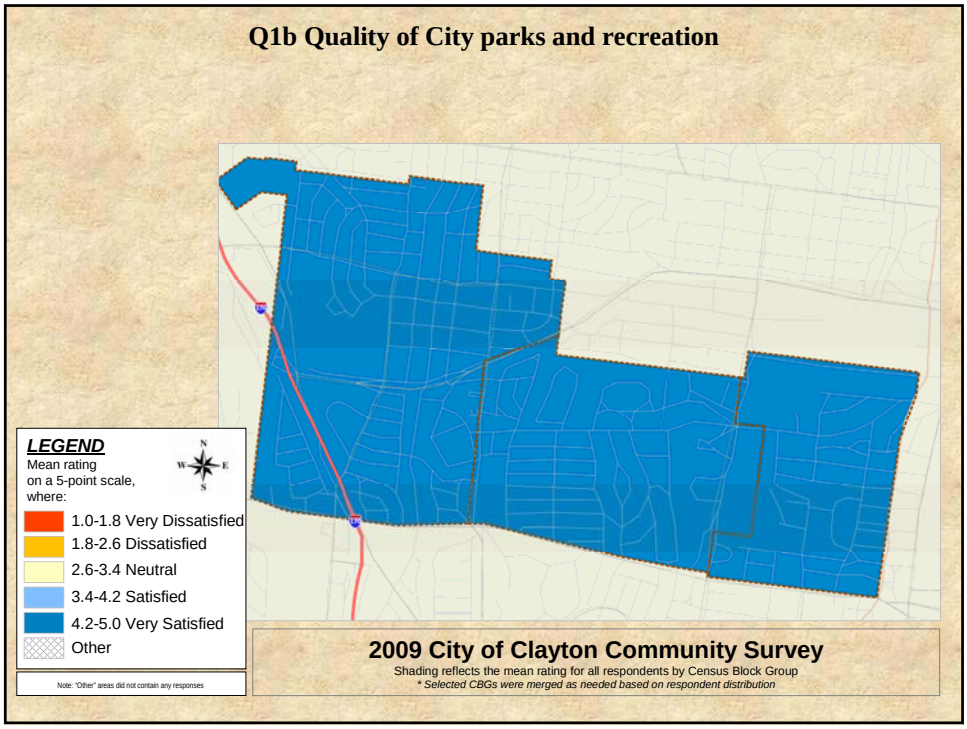
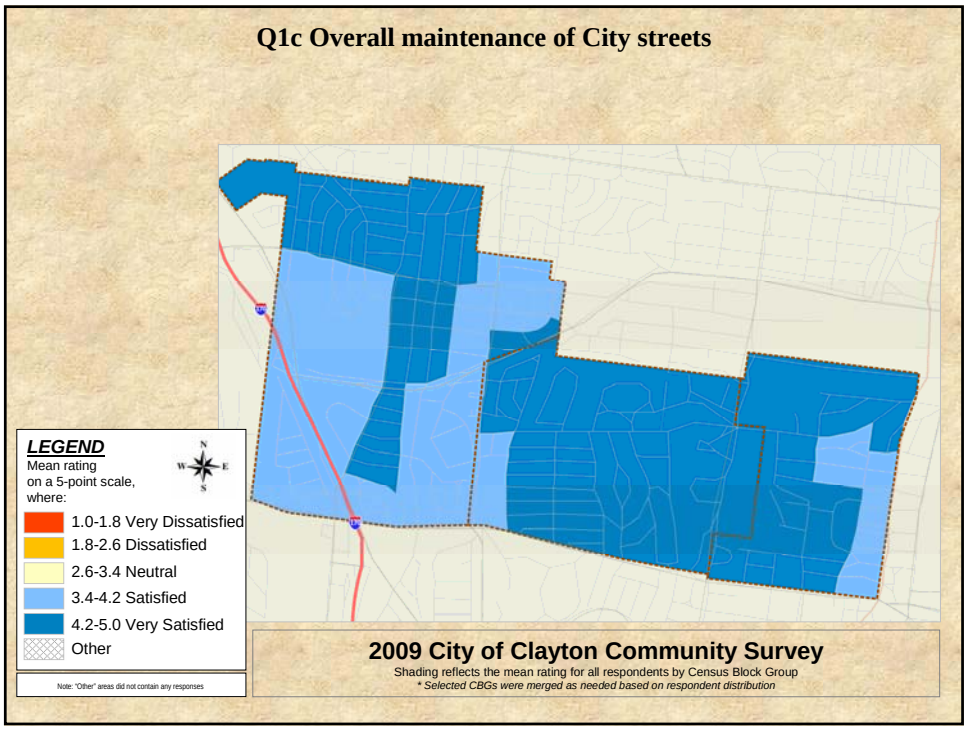
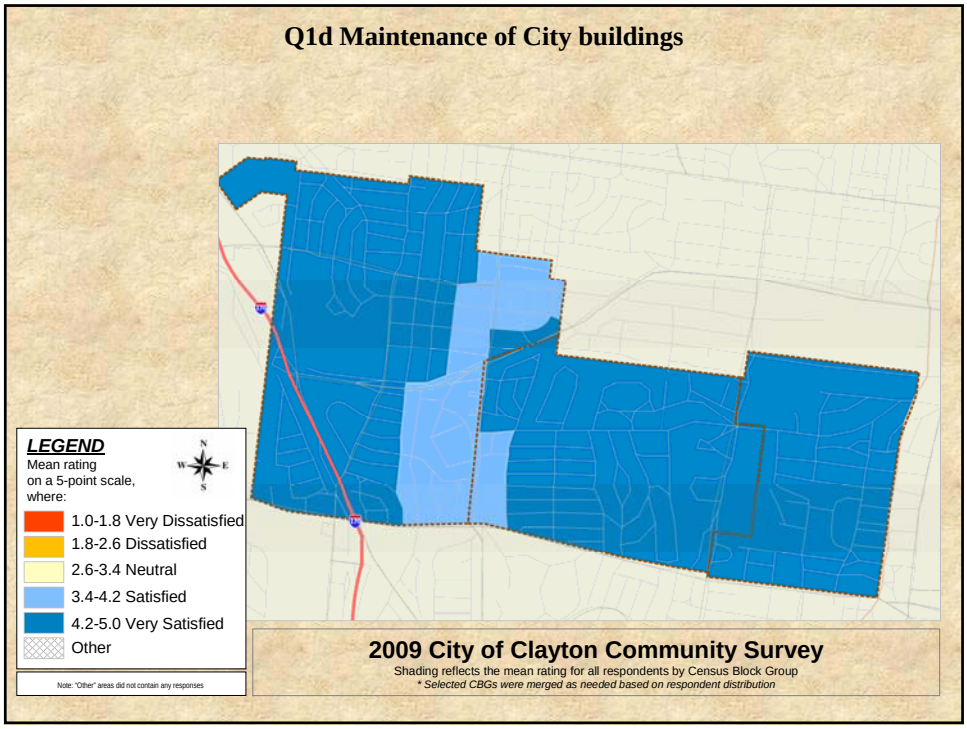
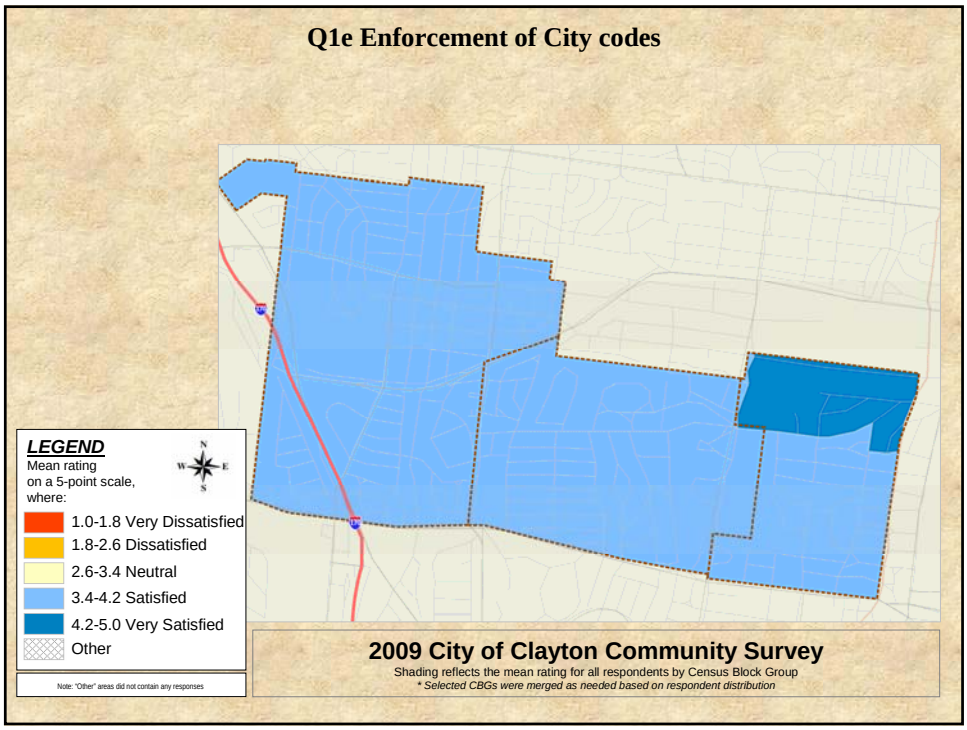

Location of Survey Respondents by Ward
2009 City of Clayton Community Survey

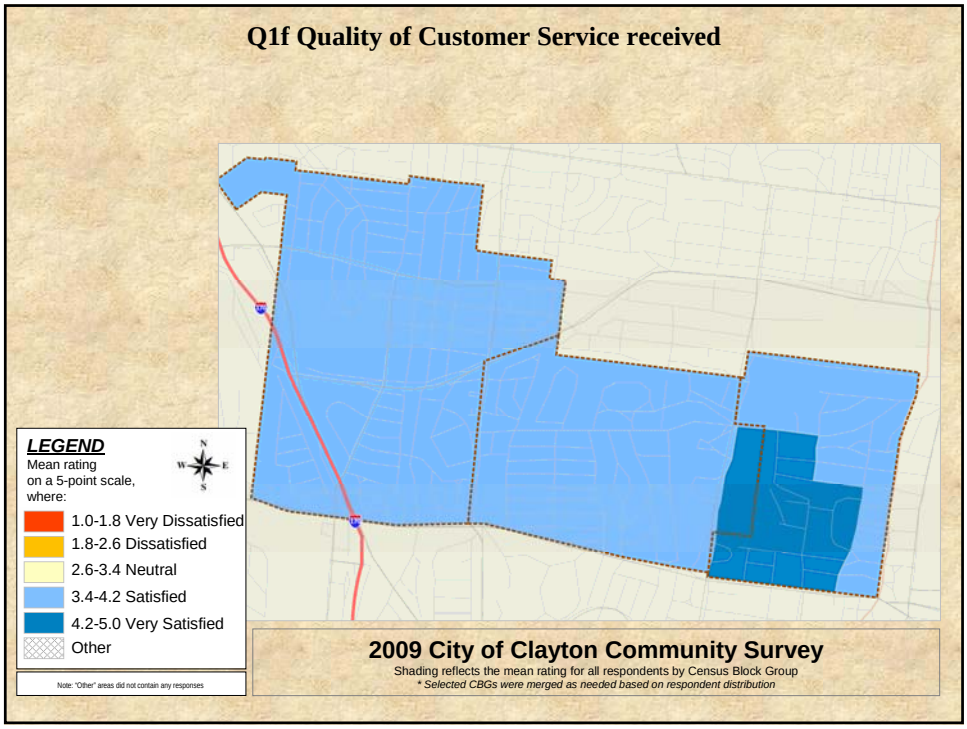

Q1a Quality of public safety services
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

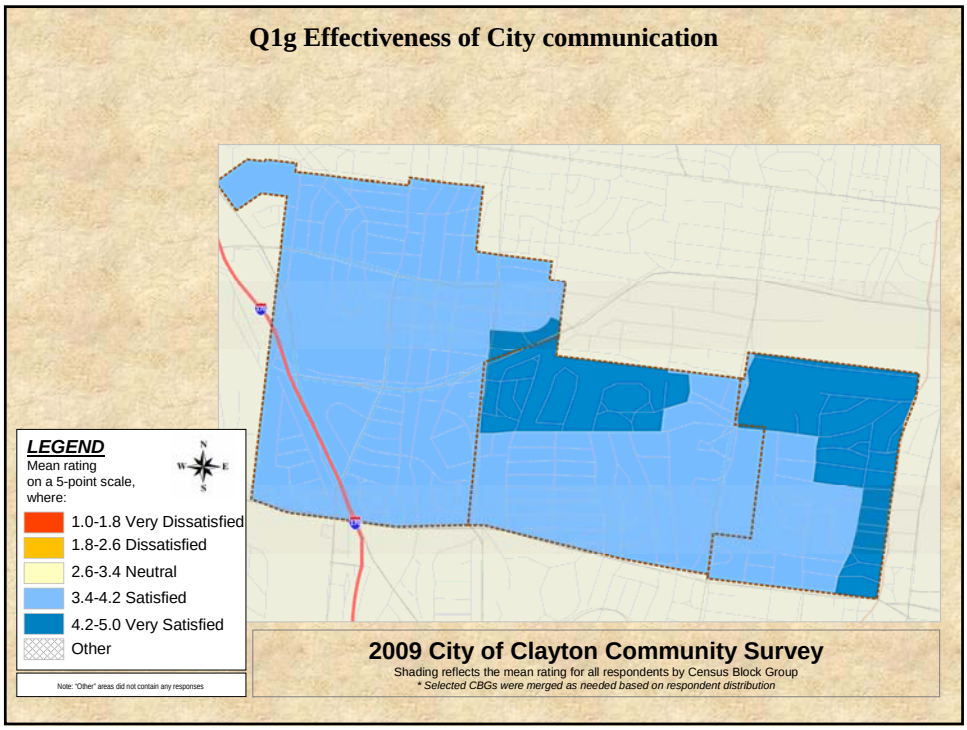

Q1b Quality of City parks and recreation
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

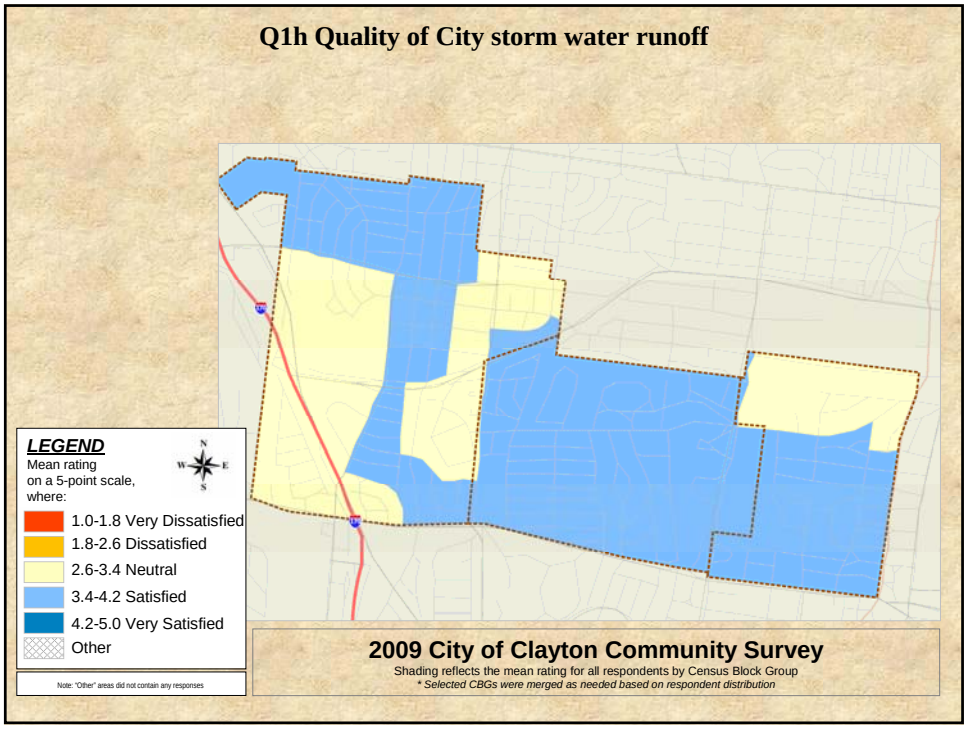

Q1c Overall maintenance of City streets
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

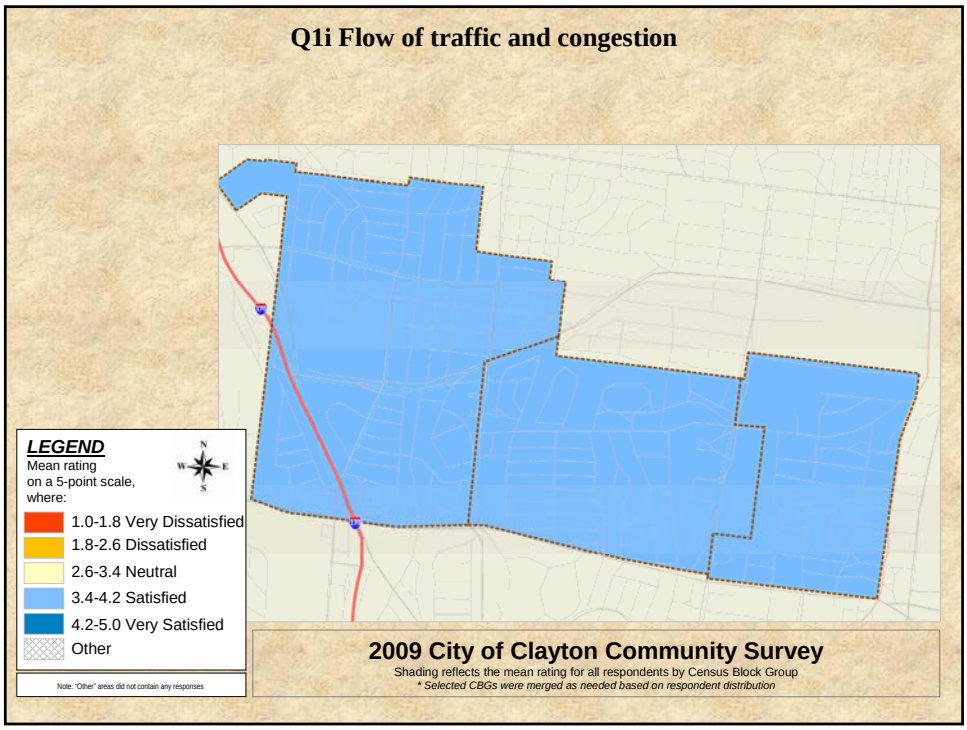

Q1d Maintenance of City buildings
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

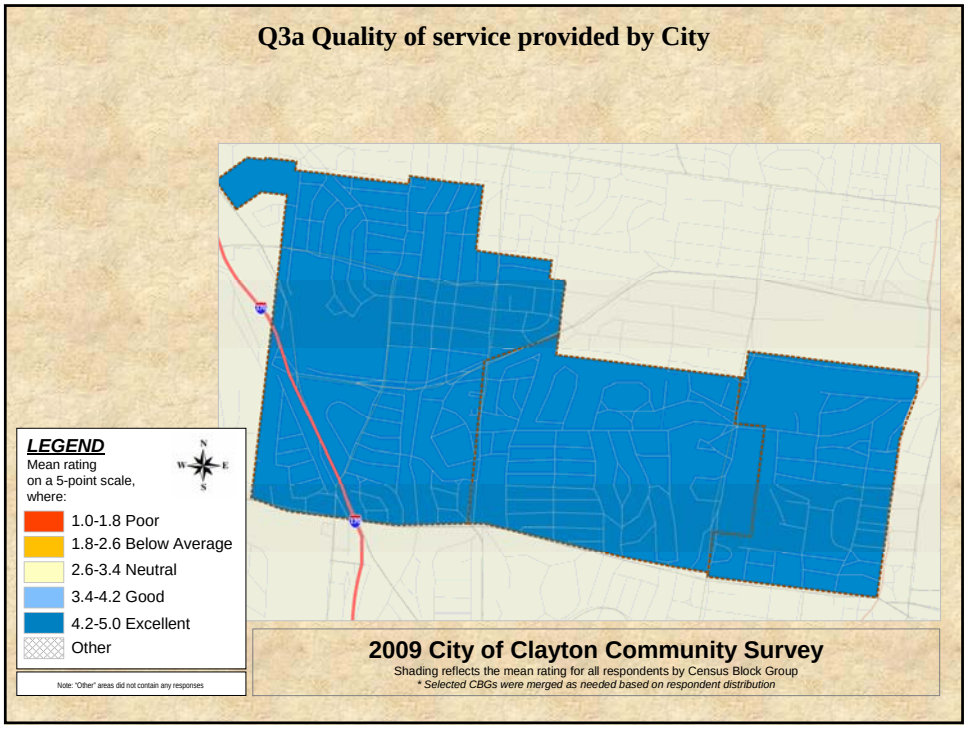

Q1e Enforcement of City codes
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

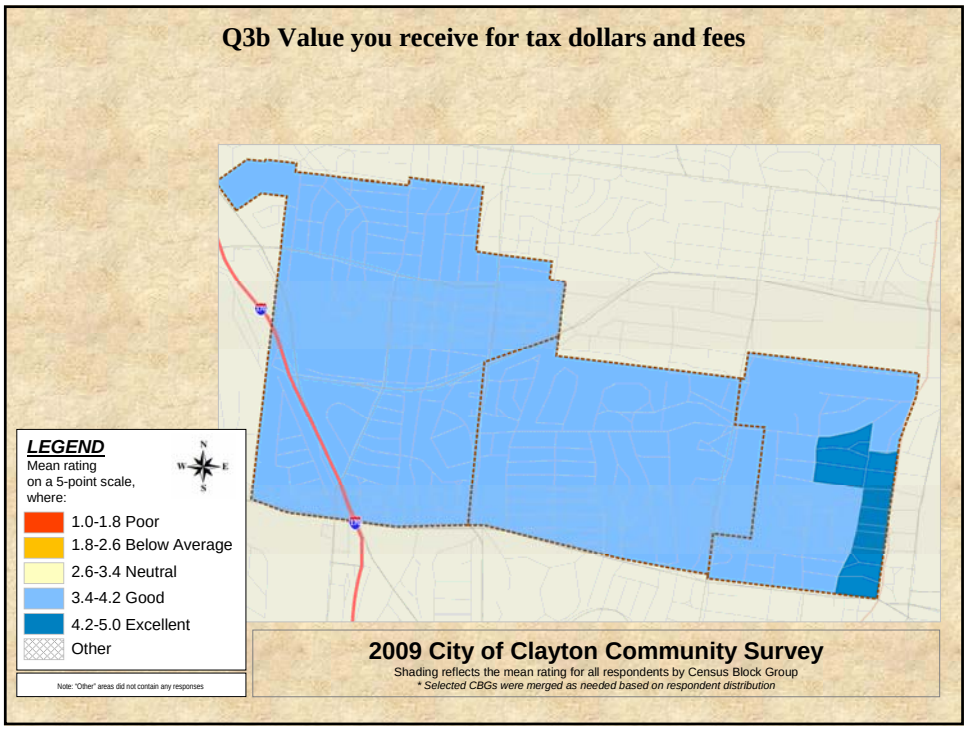

Q1f Quality of Customer Service received
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q1g Effectiveness of City communication
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

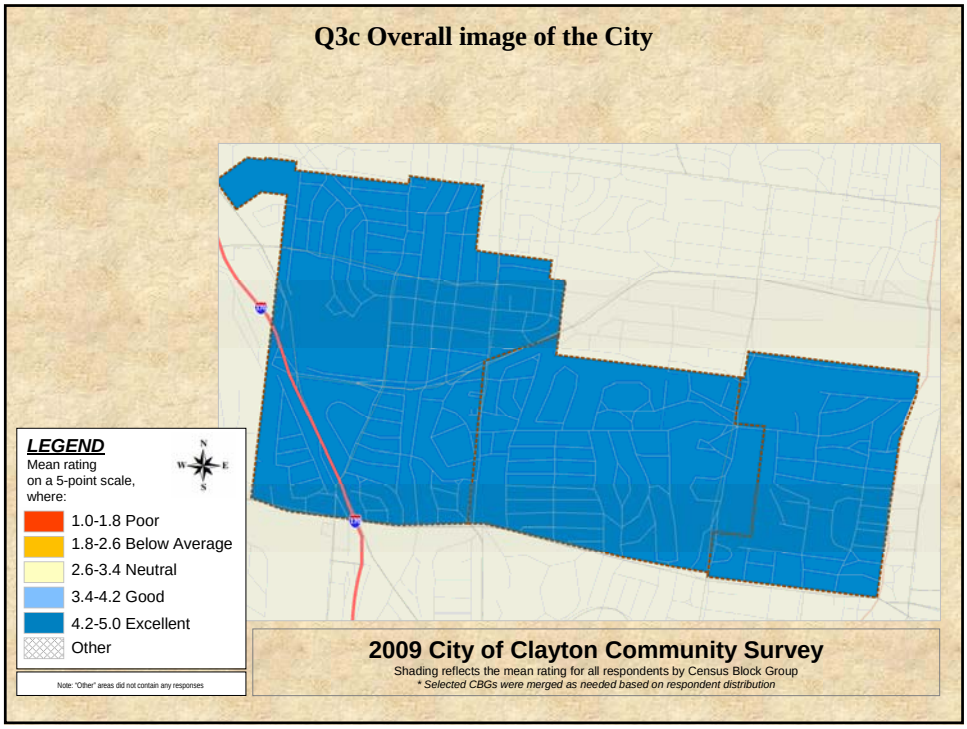

Q1h Quality of City storm water runoff
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q1i Flow of traffic and congestion
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

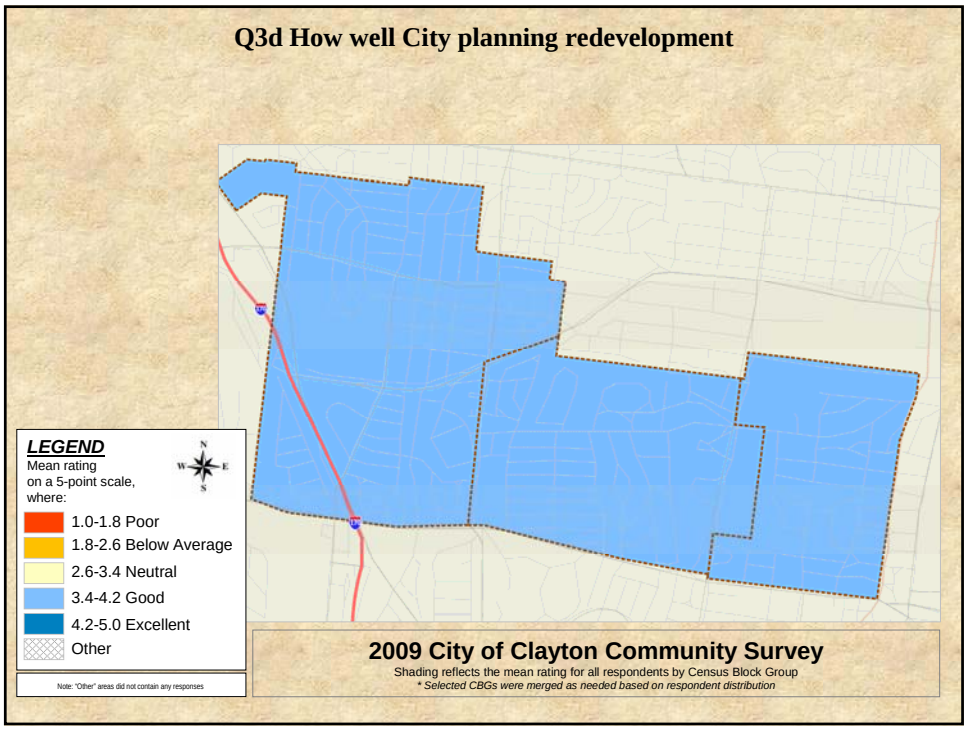

Q3a Quality of service provided by City
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q3b Value you receive for tax dollars and fees
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

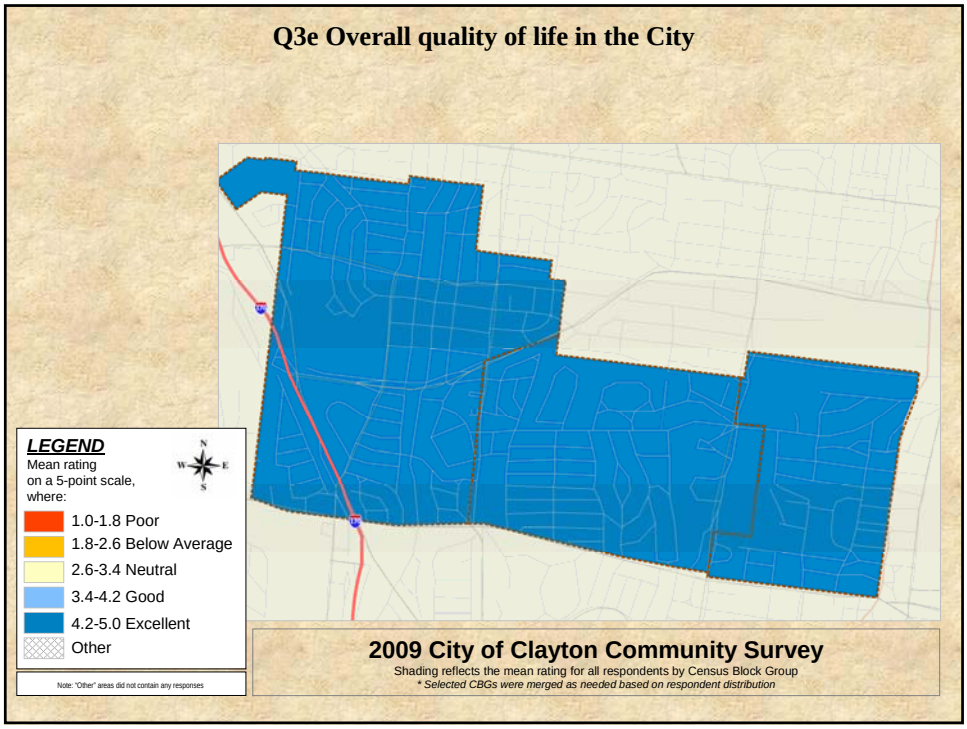
Q3c Overall image of the City



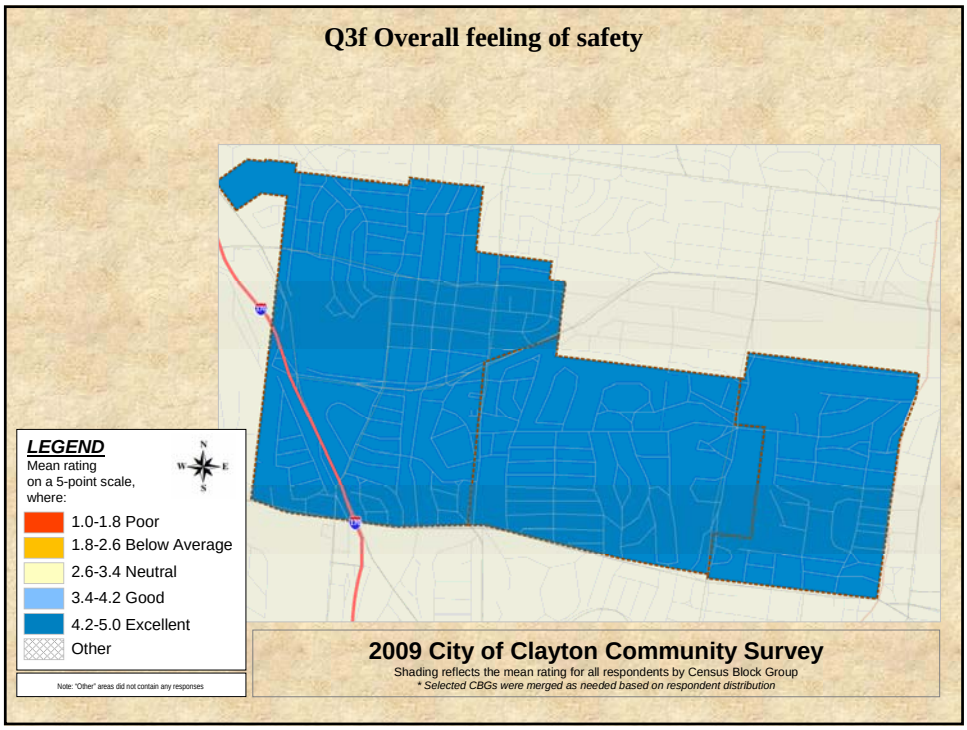
Q3d How well City planning redevelopment

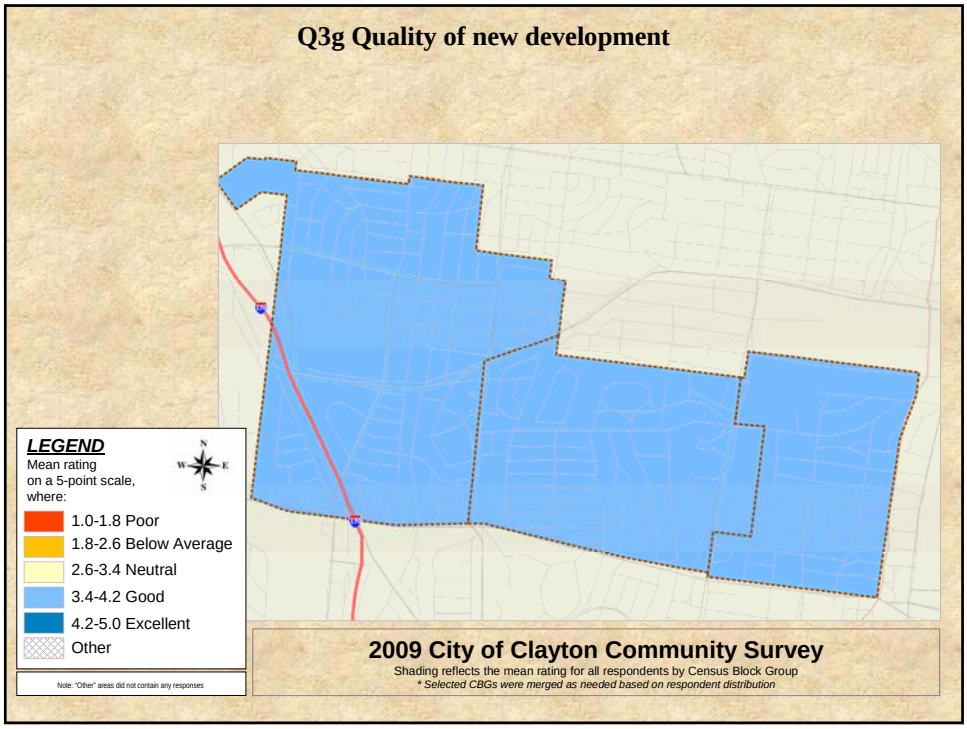


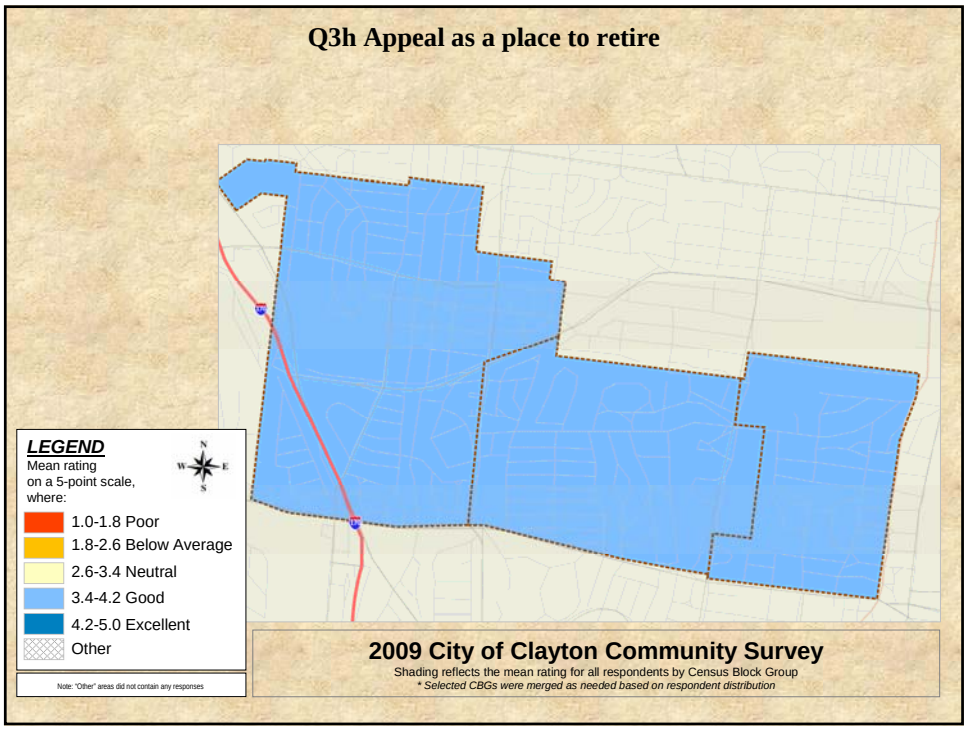
Q3e Overall quality of life in the City

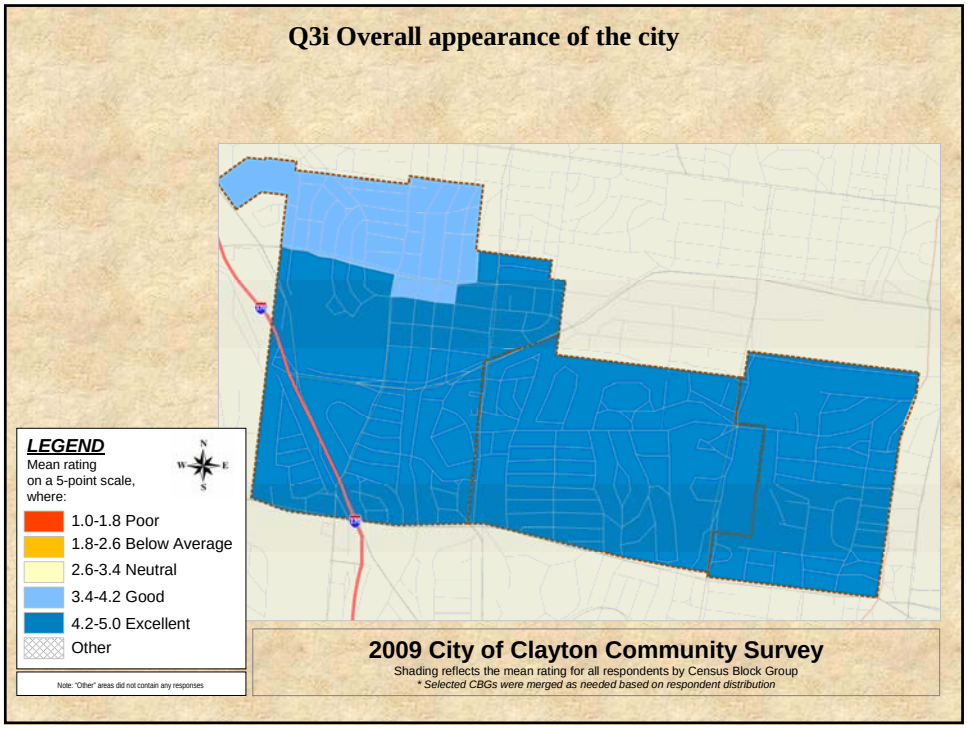


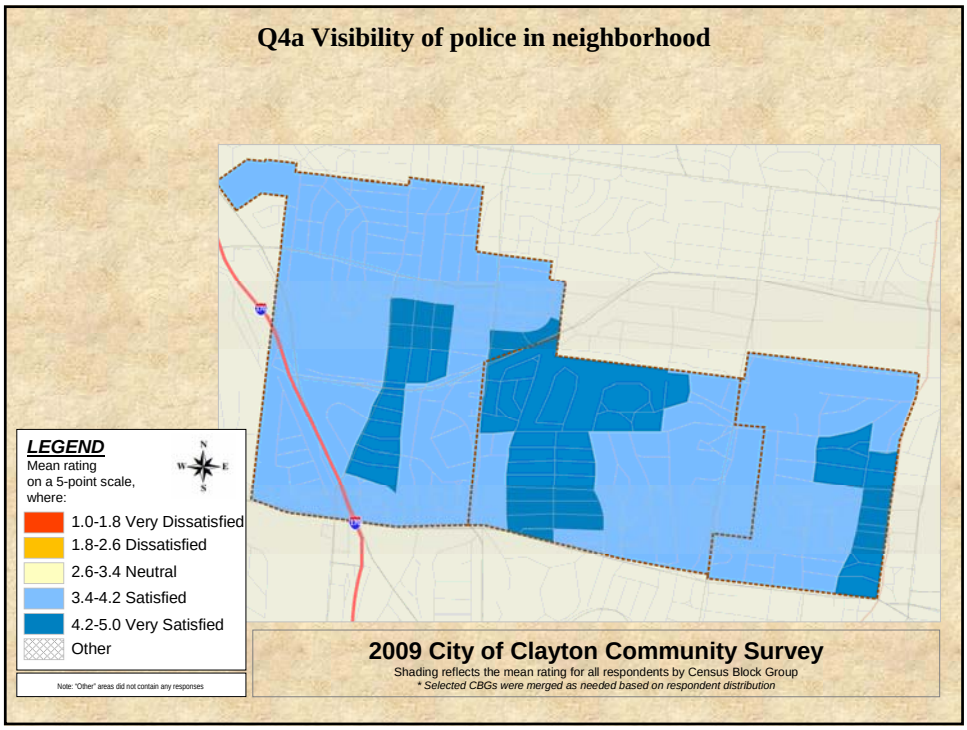
Q3f Overall feeling of safety




Q3g Quality of new development
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q3h Appeal as a place to retire
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q3i Overall appearance of the city
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Poor
1.8-2.6 Below Average
2.6-3.4 Neutral
3.4-4.2 Good
4.2-5.0 Excellent
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q4a Visibility of police in neighborhood
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
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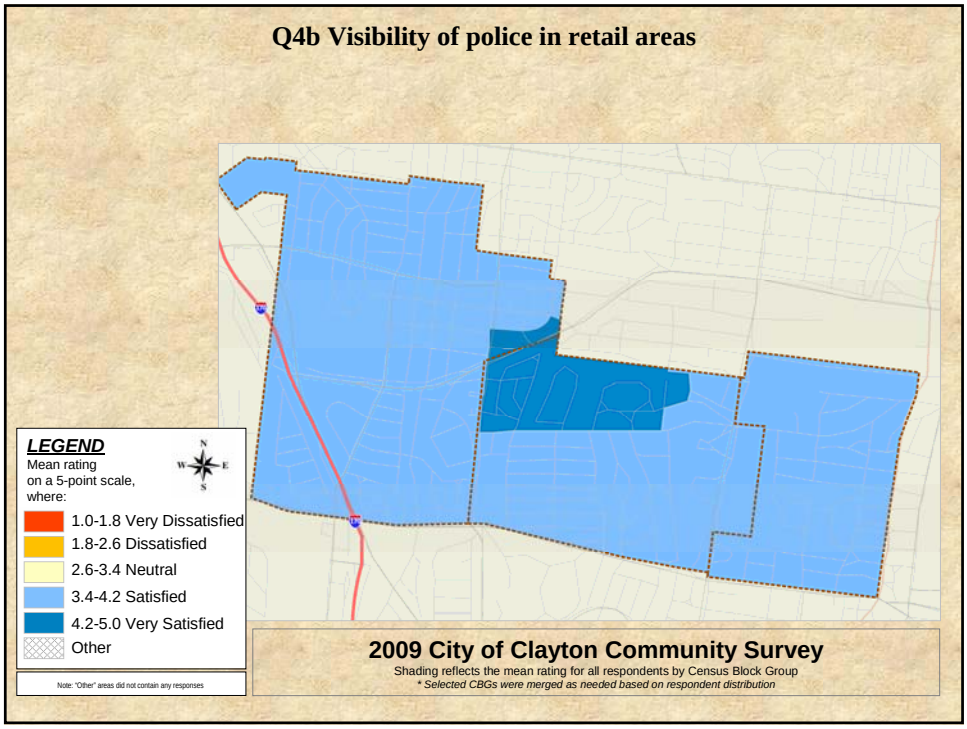
Q4b Visibility of police in retail areas
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
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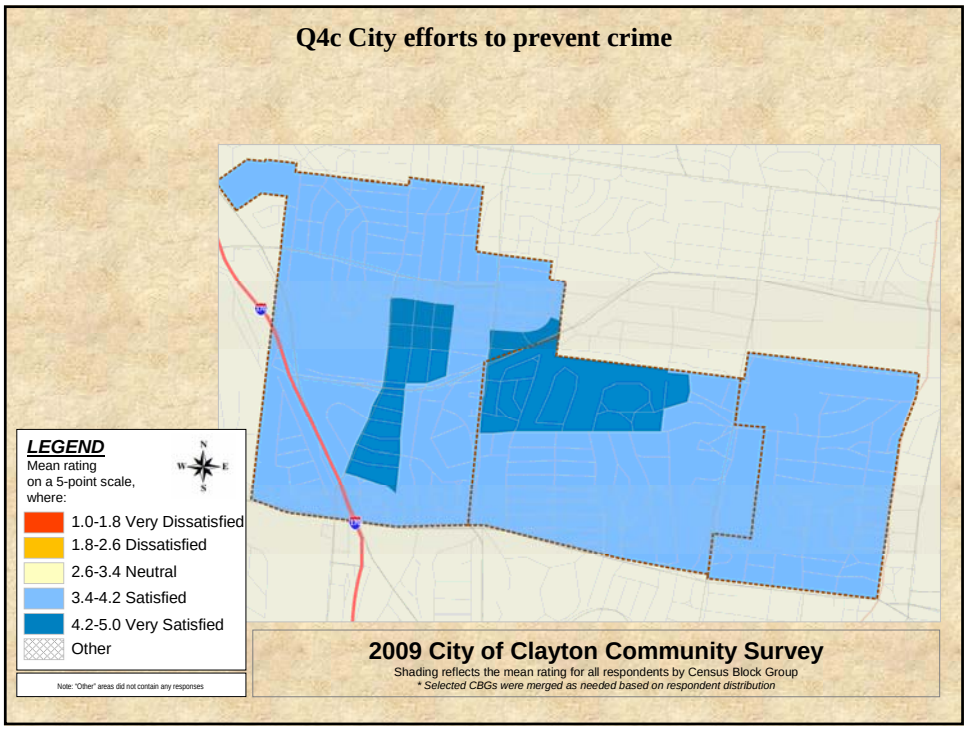
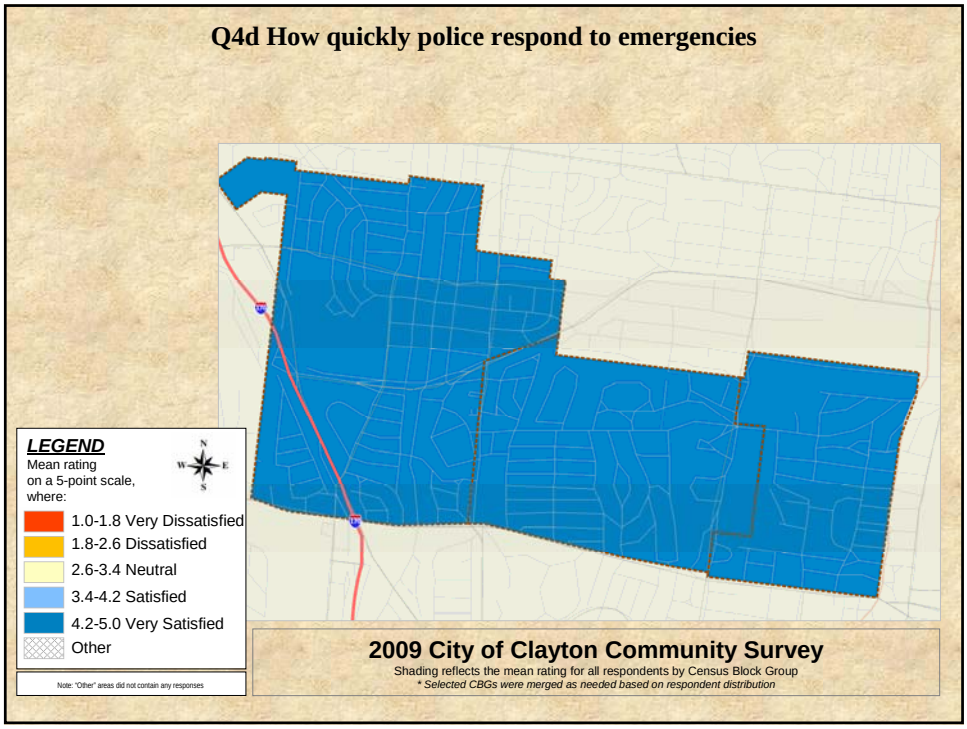
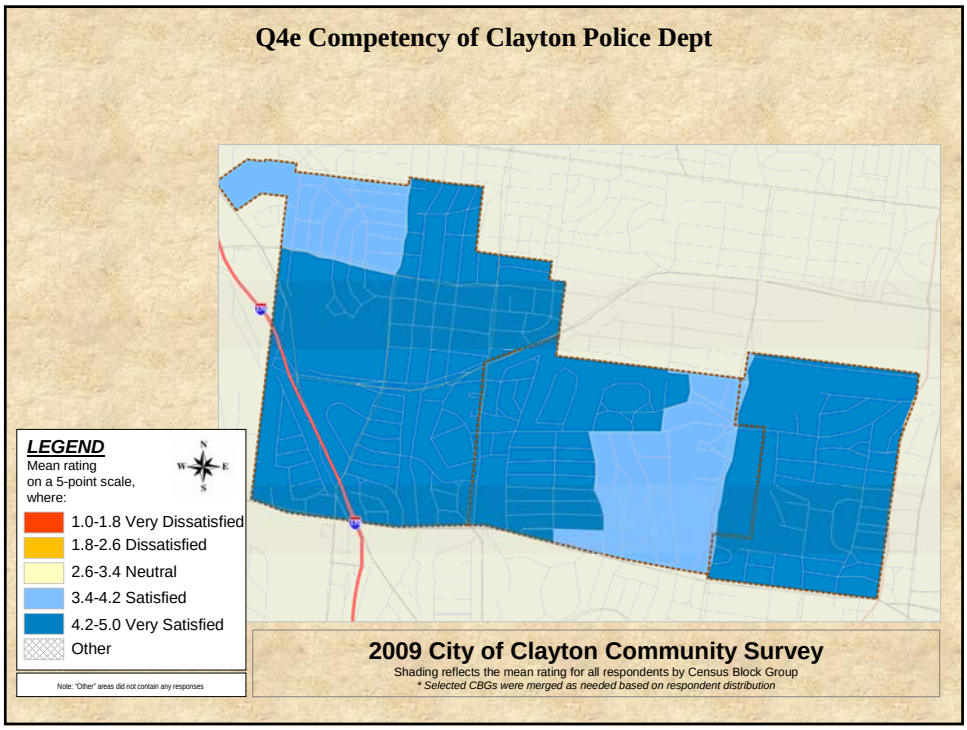
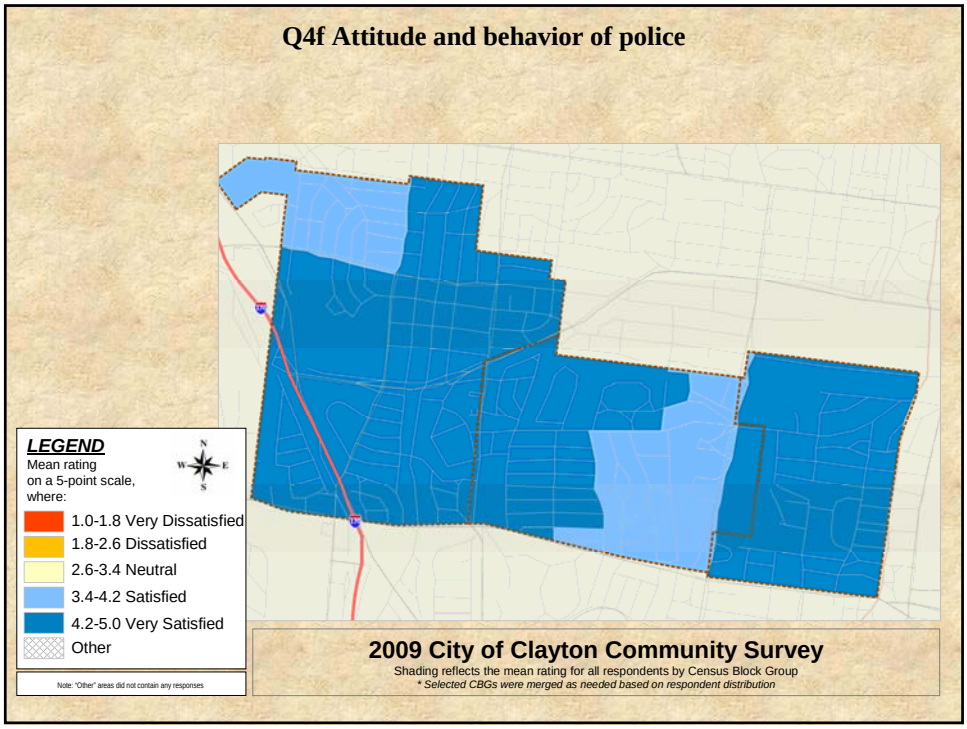
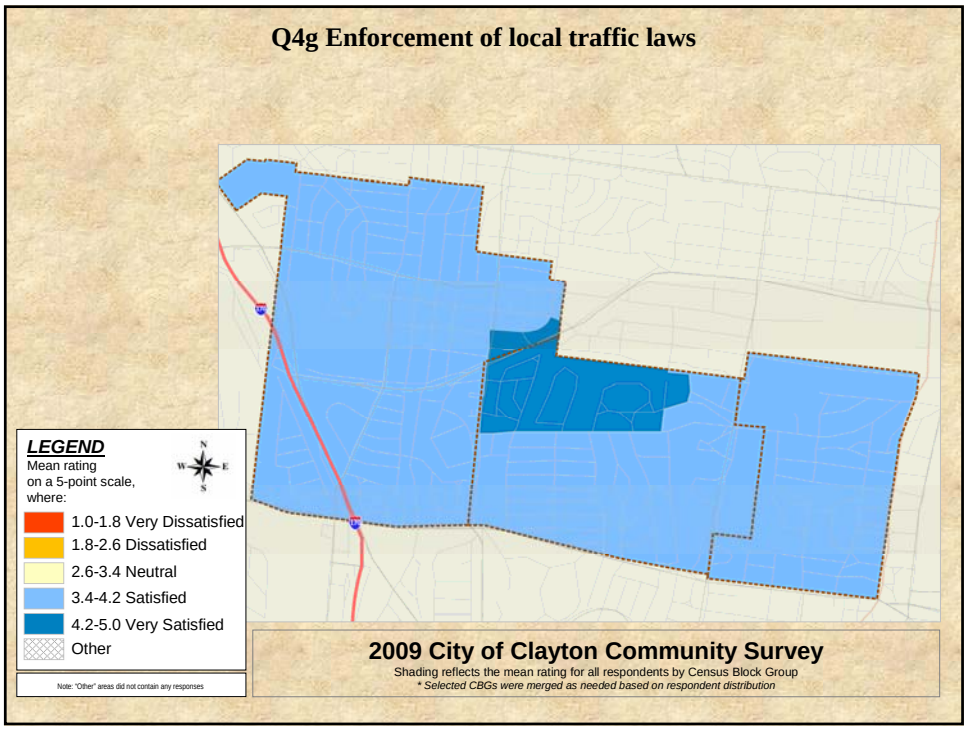
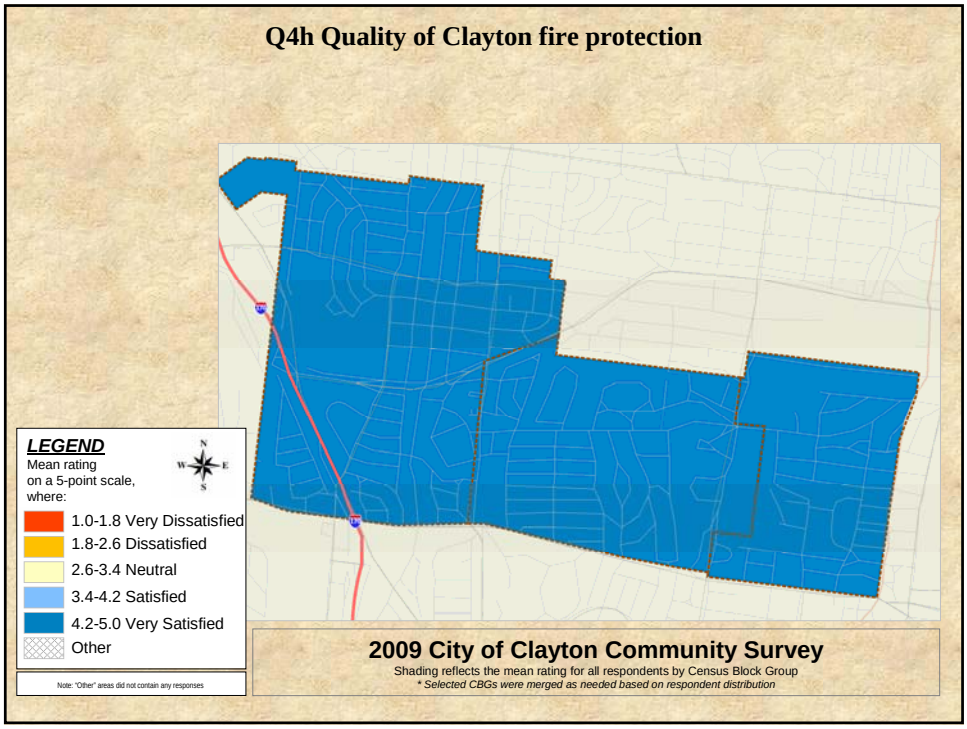

Q4c City efforts to prevent crime
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

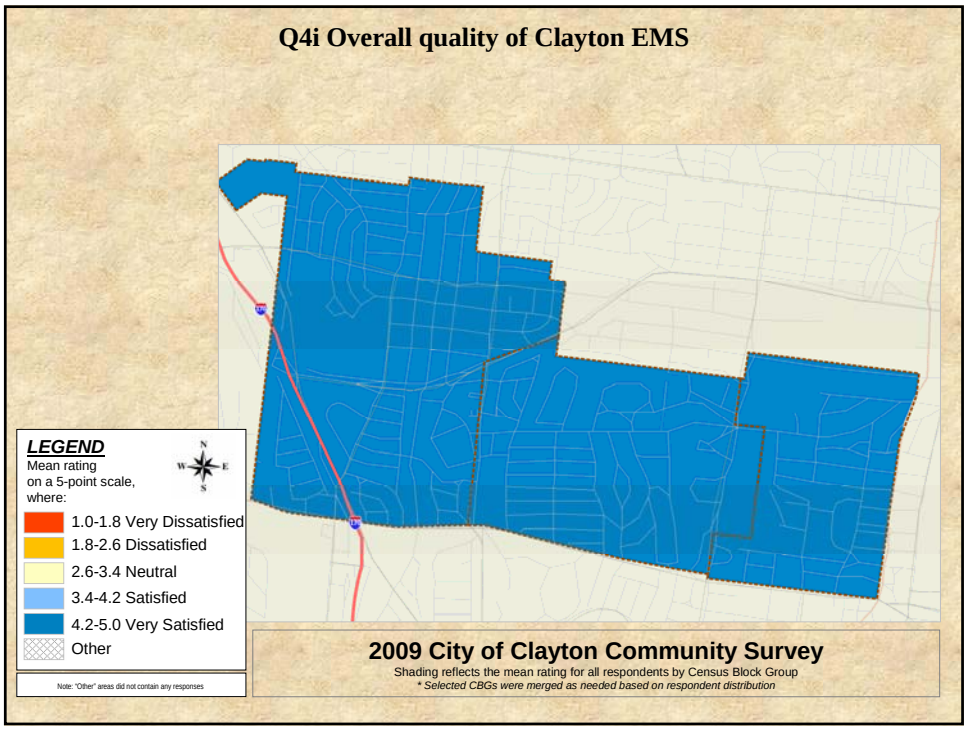

Q4d How quickly police respond to emergencies
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

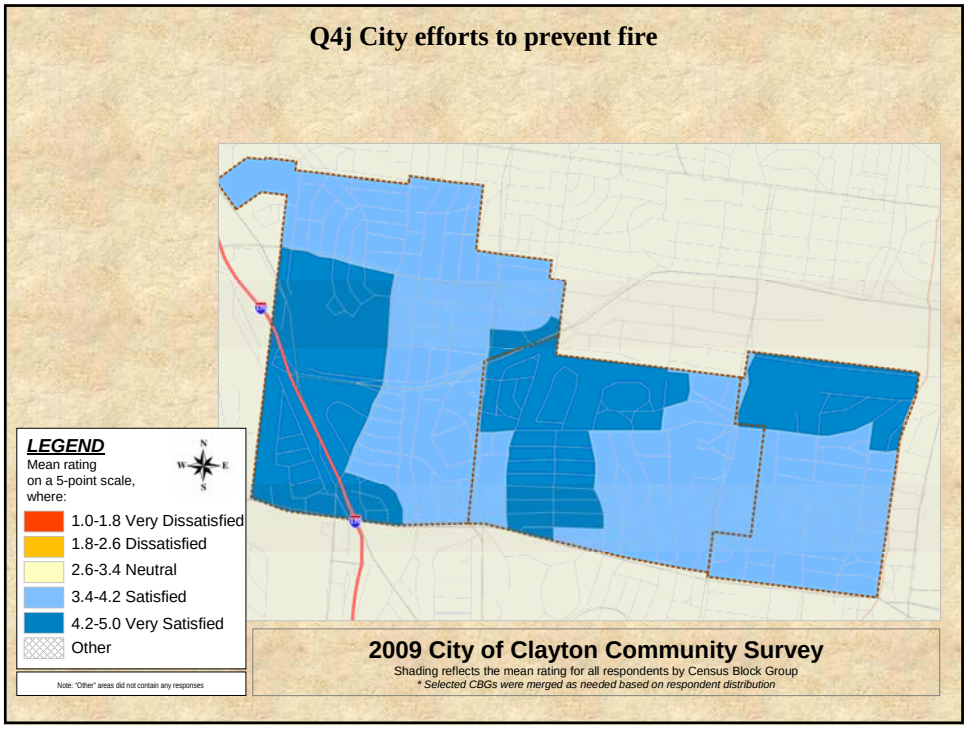

Q4e Competency of Clayton Police Dept
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q4f Attitude and behavior of police
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q4g Enforcement of local traffic laws
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q4h Quality of Clayton fire protection
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q4i Overall quality of Clayton EMS
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q4j City efforts to prevent fire
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
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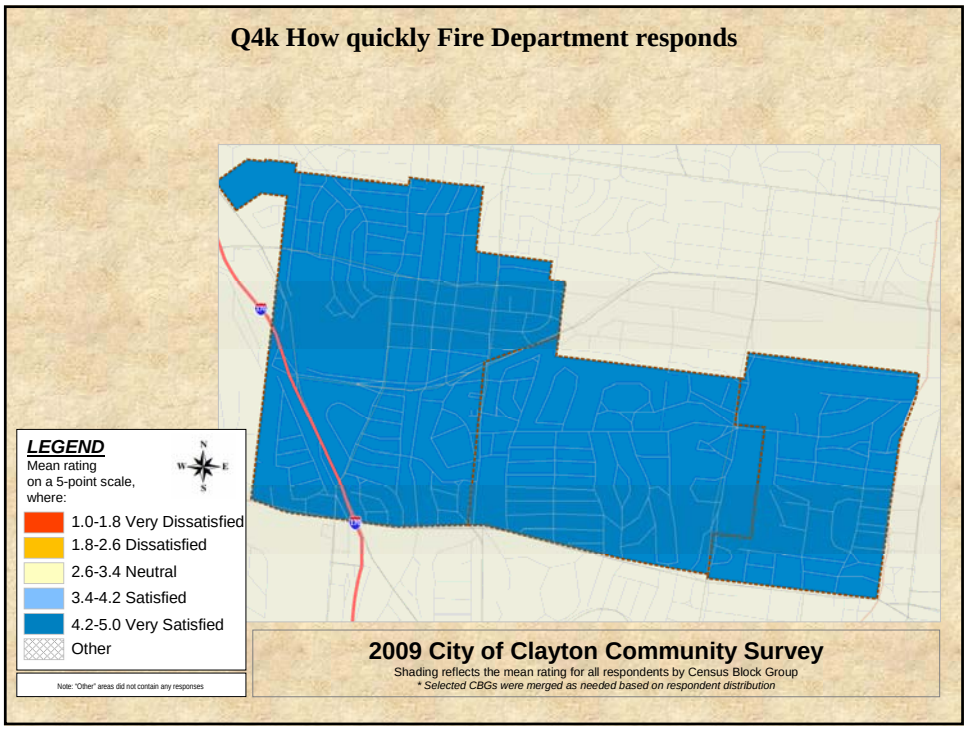
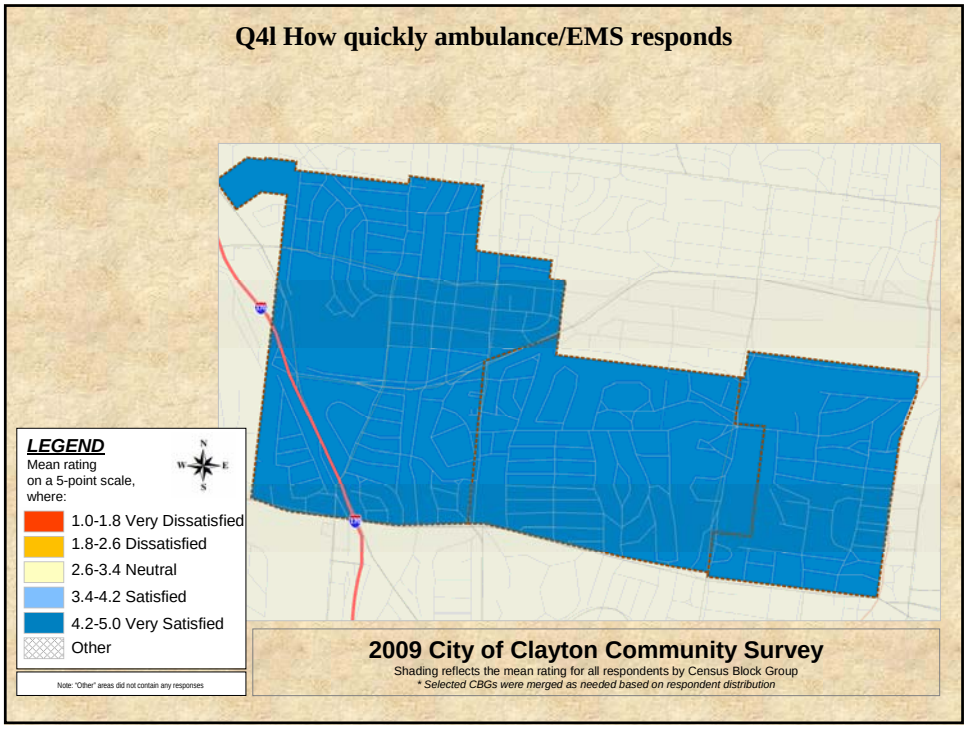
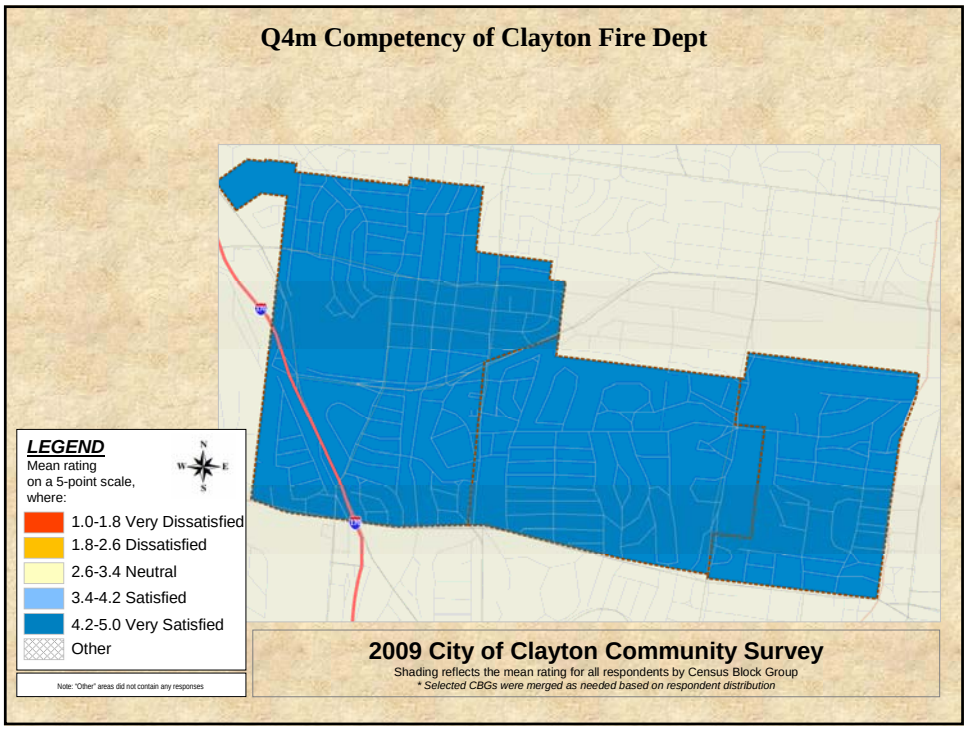
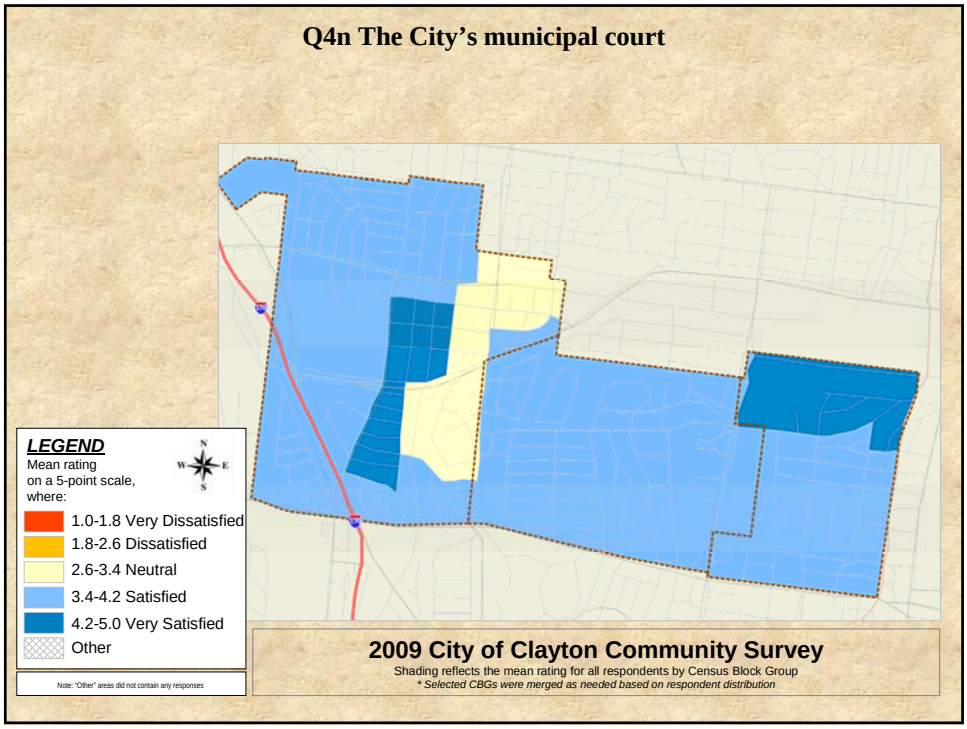
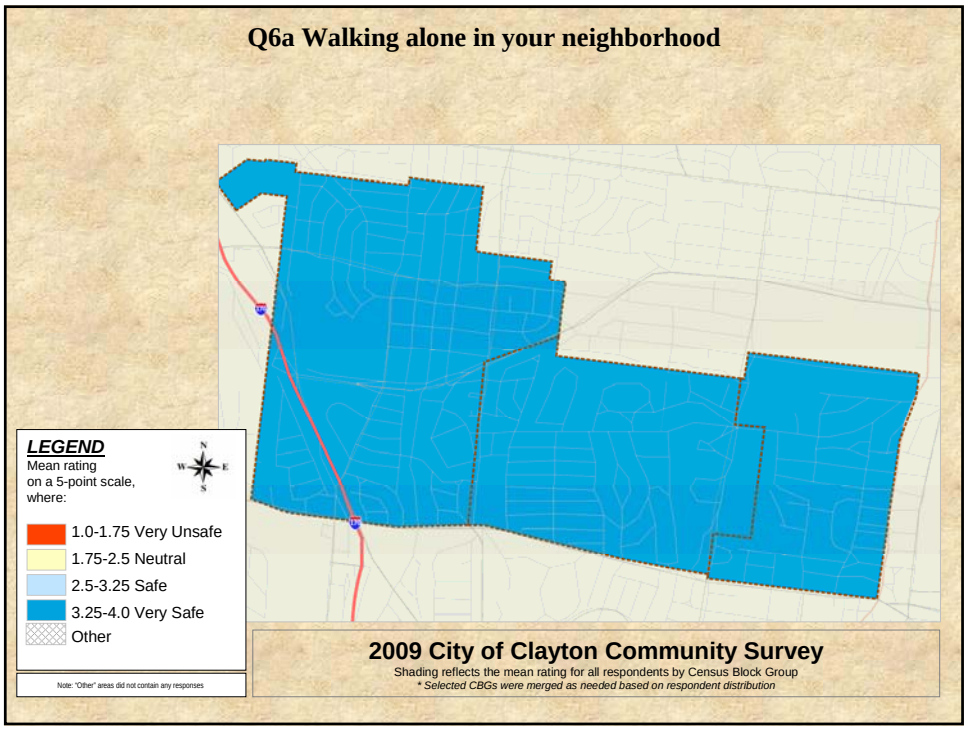
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

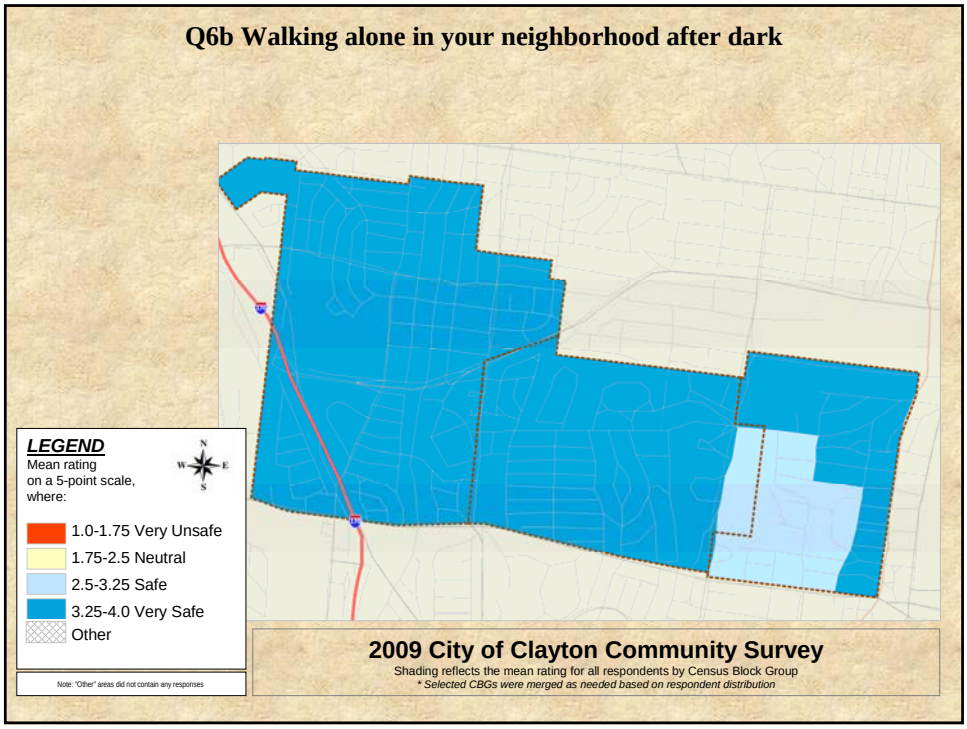

Q4k How quickly Fire Department responds
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

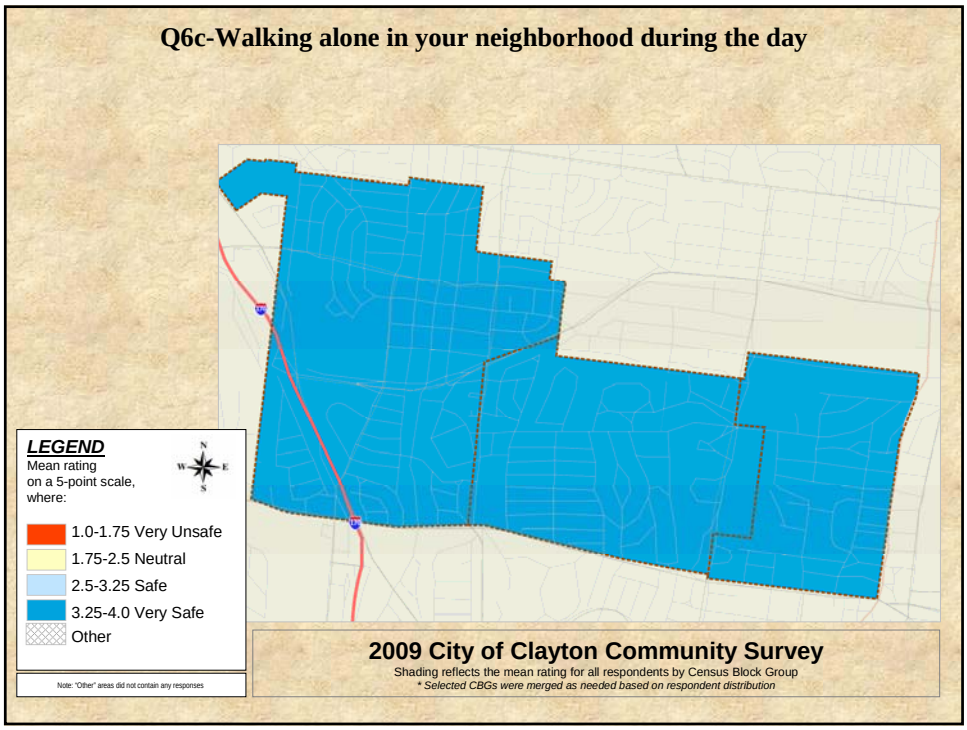

Q4l How quickly ambulance/EMS responds
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

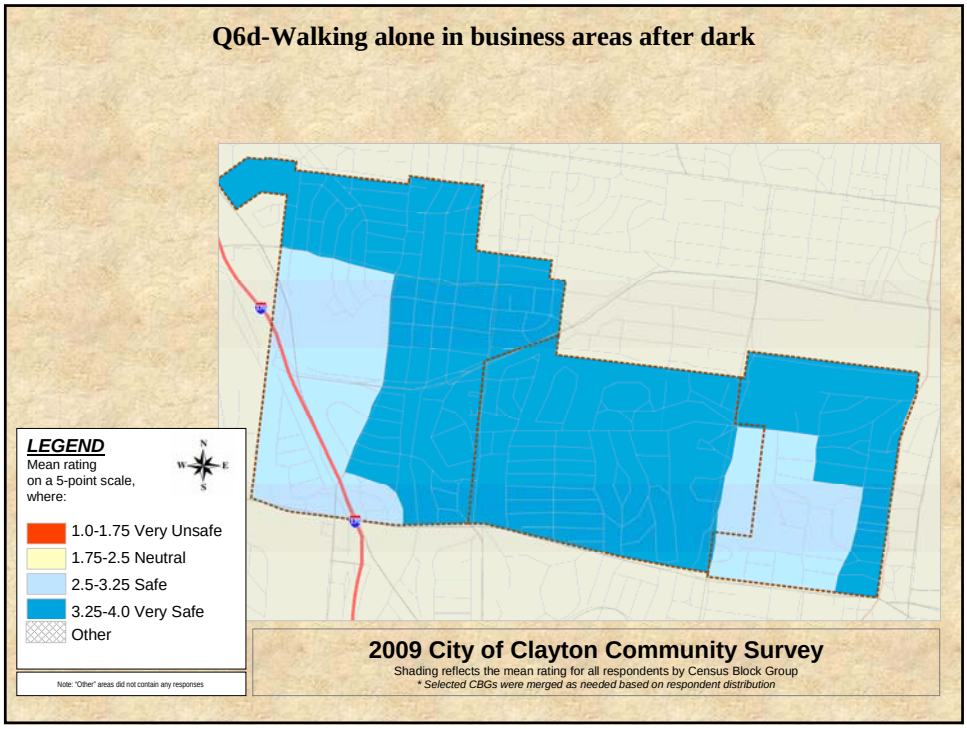

Q4m Competency of Clayton Fire Dept
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

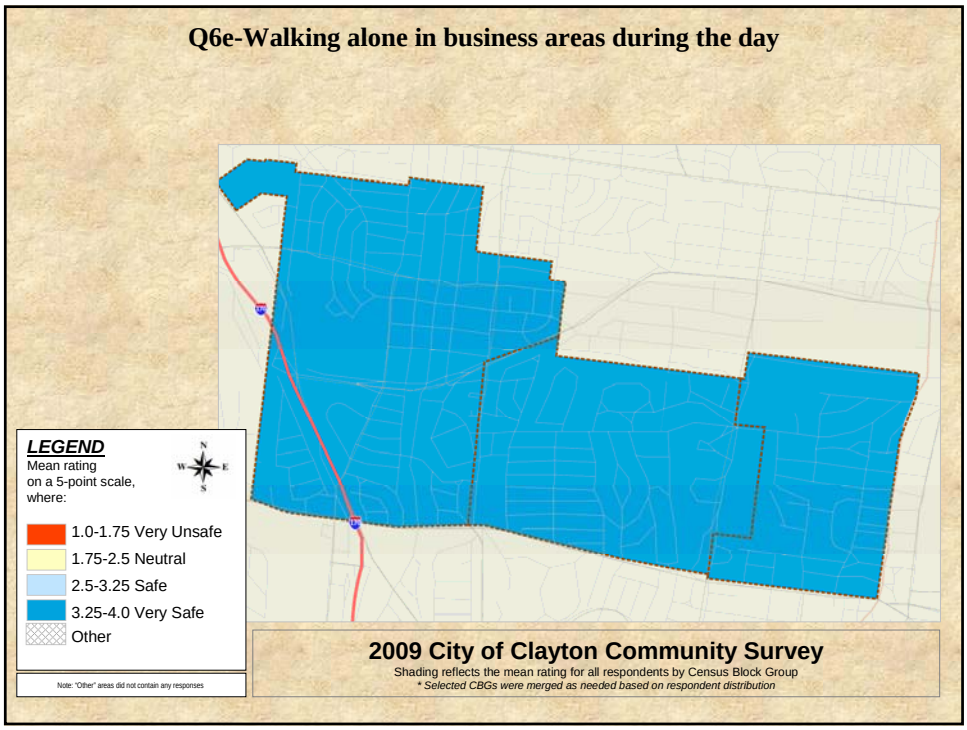

Q4n The City's municipal court
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

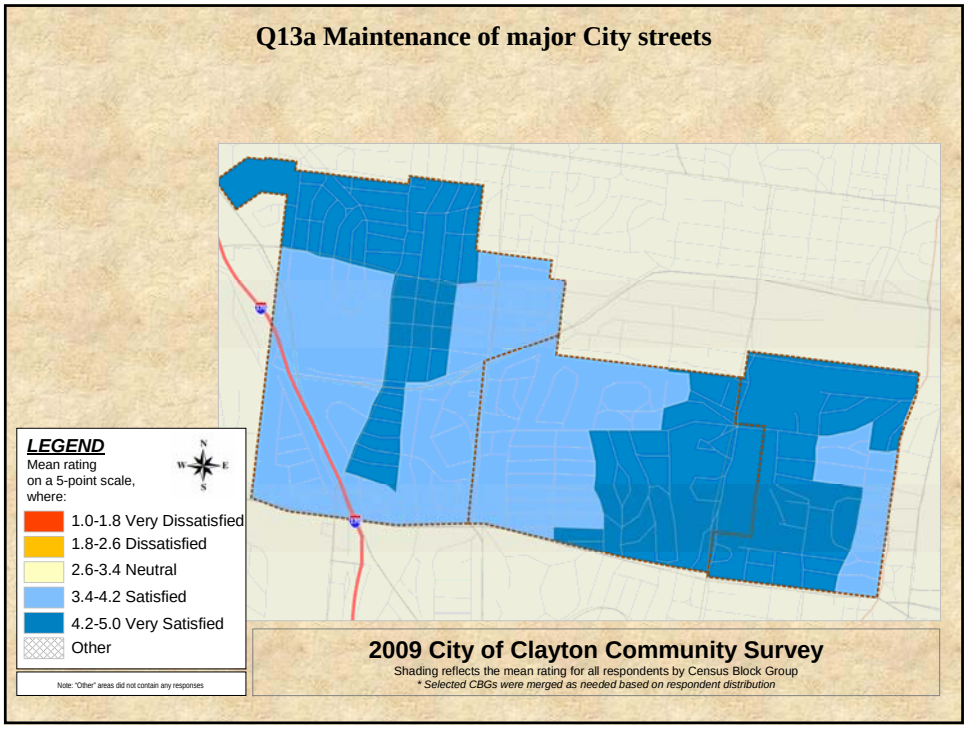

Q6a Walking alone in your neighborhood
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Very Unsafe
1.75-2.5 Neutral
2.5-3.25 Safe
3.25-4.0 Very Safe
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q6b Walking alone in your neighborhood after dark
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Very Unsafe
1.75-2.5 Neutral
2.5-3.25 Safe
3.25-4.0 Very Safe
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q6c-Walking alone in your neighborhood during the day
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Very Unsafe
1.75-2.5 Neutral
2.5-3.25 Safe
3.25-4.0 Very Safe
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q6d-Walking alone in business areas after dark
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Very Unsafe
1.75-2.5 Neutral
2.5-3.25 Safe
3.25-4.0 Very Safe
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q6e-Walking alone in business areas during the day
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Very Unsafe
1.75-2.5 Neutral
2.5-3.25 Safe
3.25-4.0 Very Safe
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q13a Maintenance of major City streets
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
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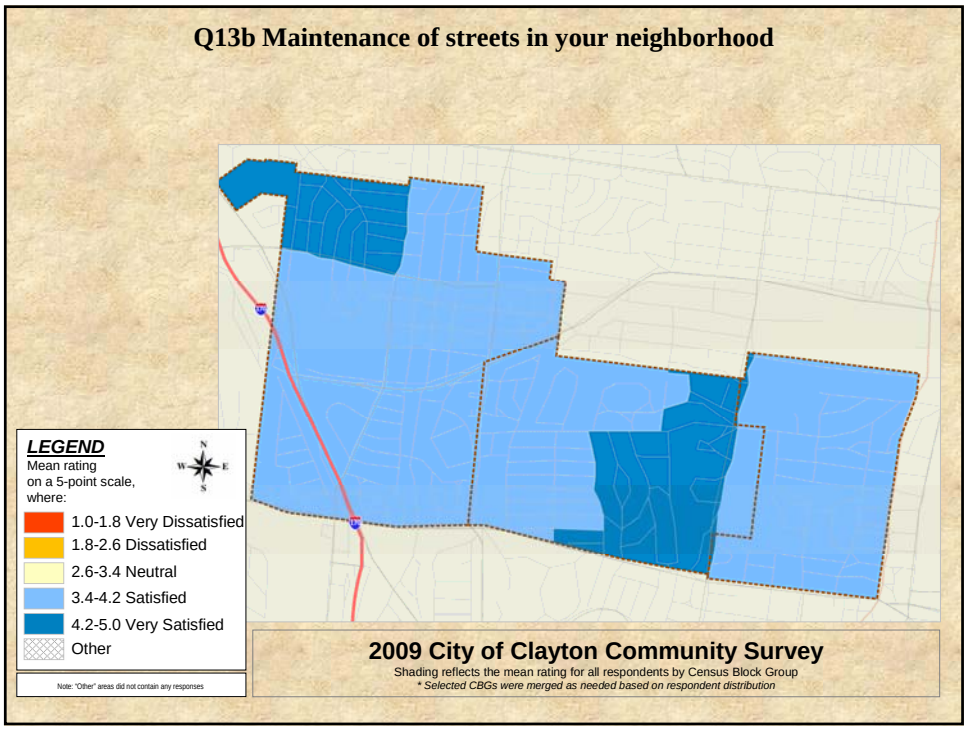
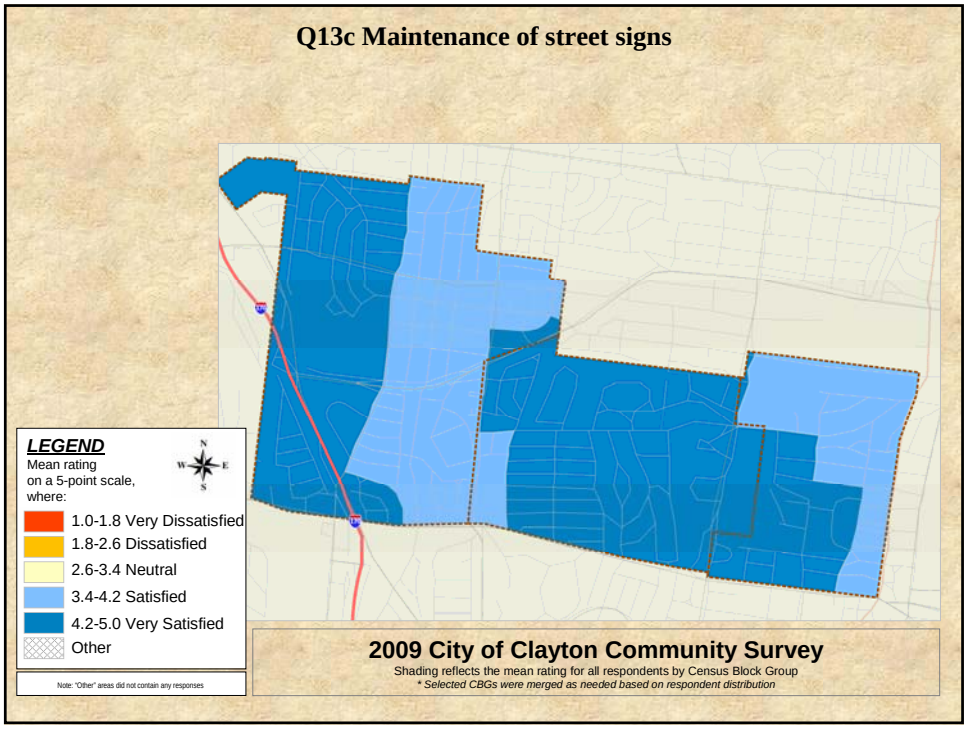
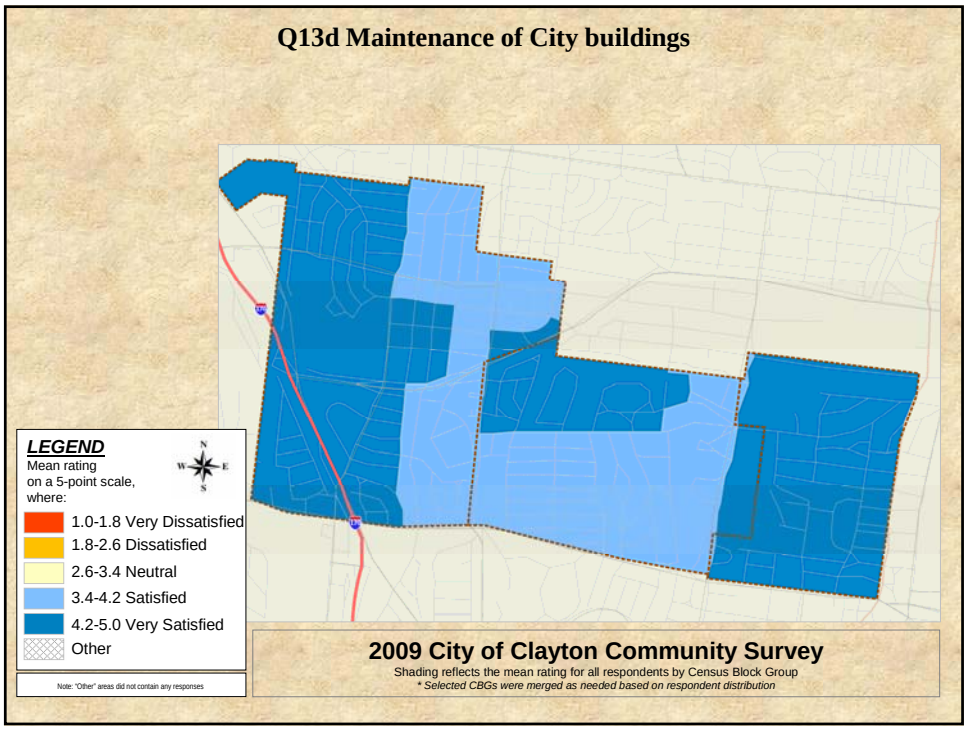
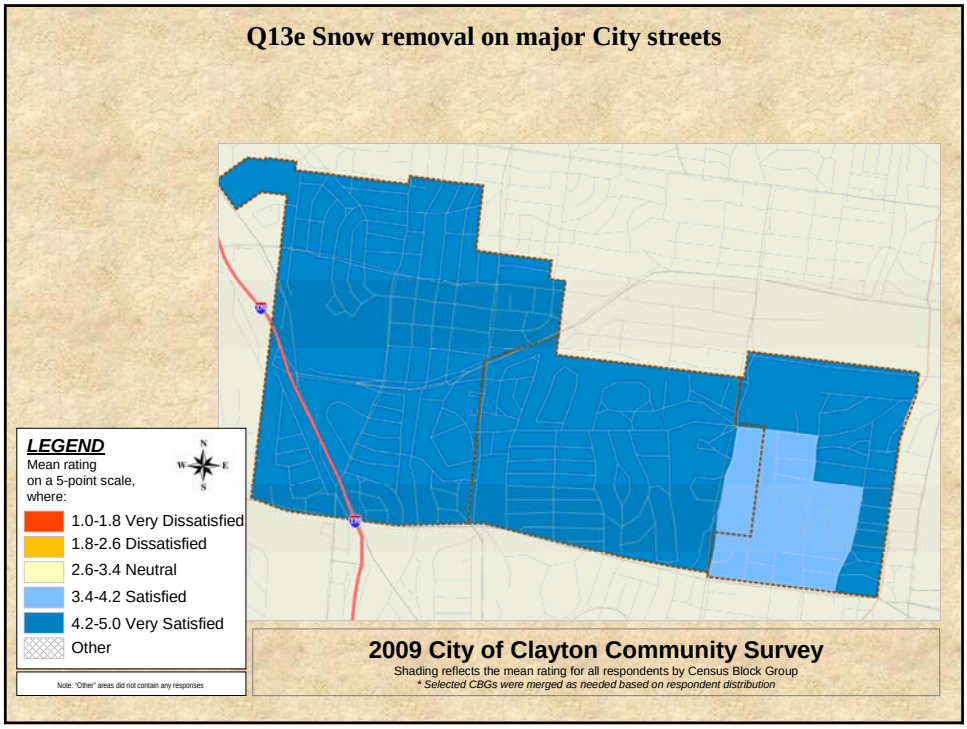
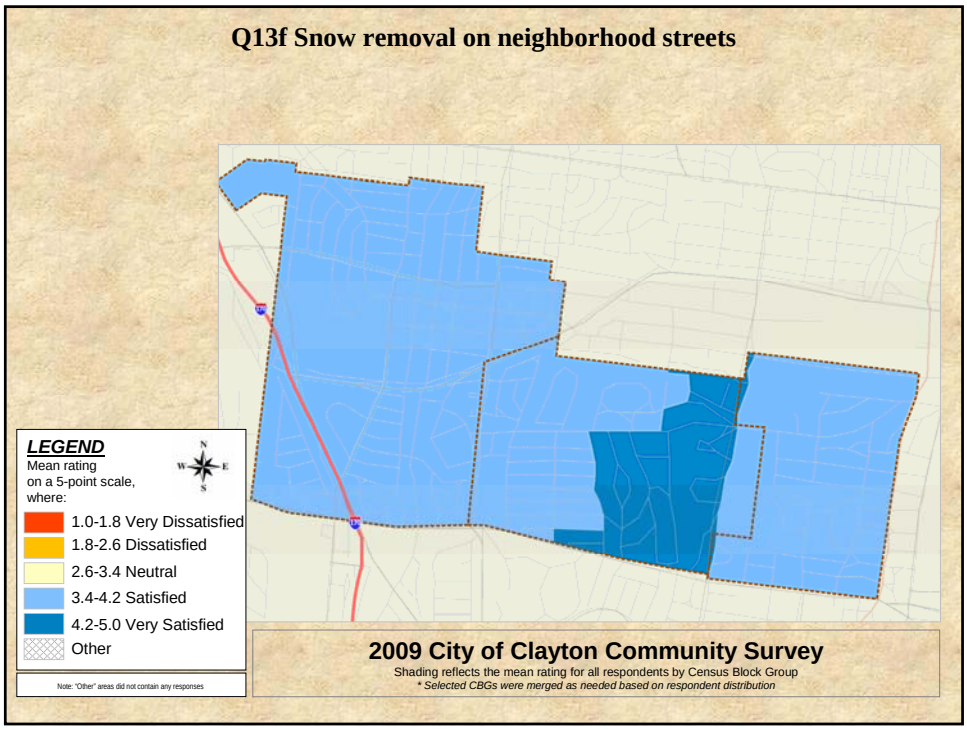
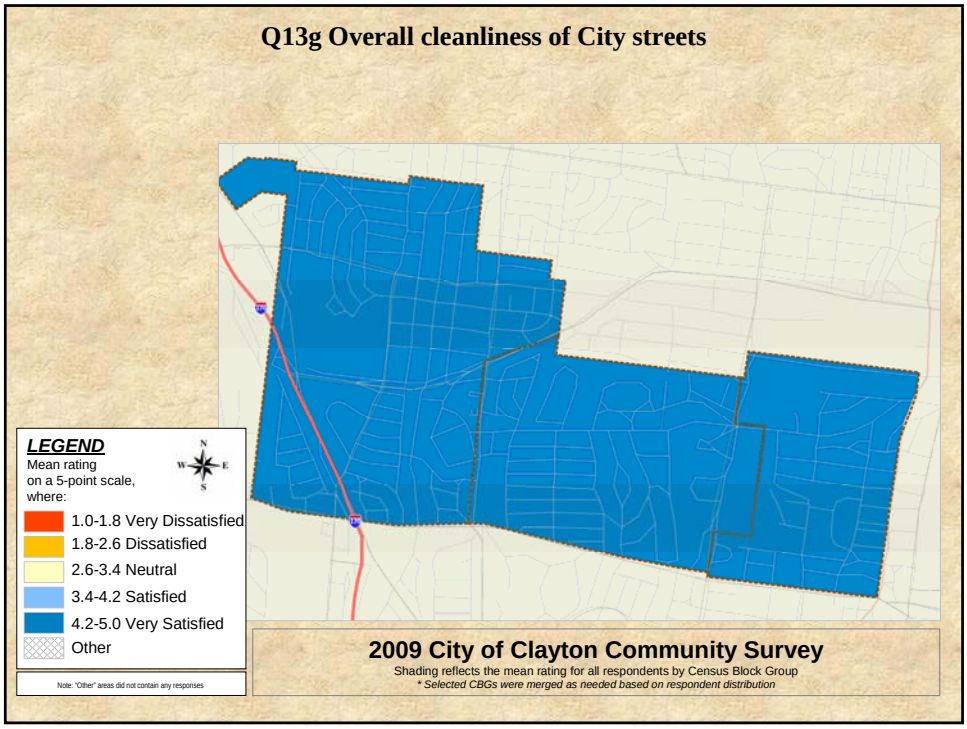

Q13b Maintenance of streets in your neighborhood
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

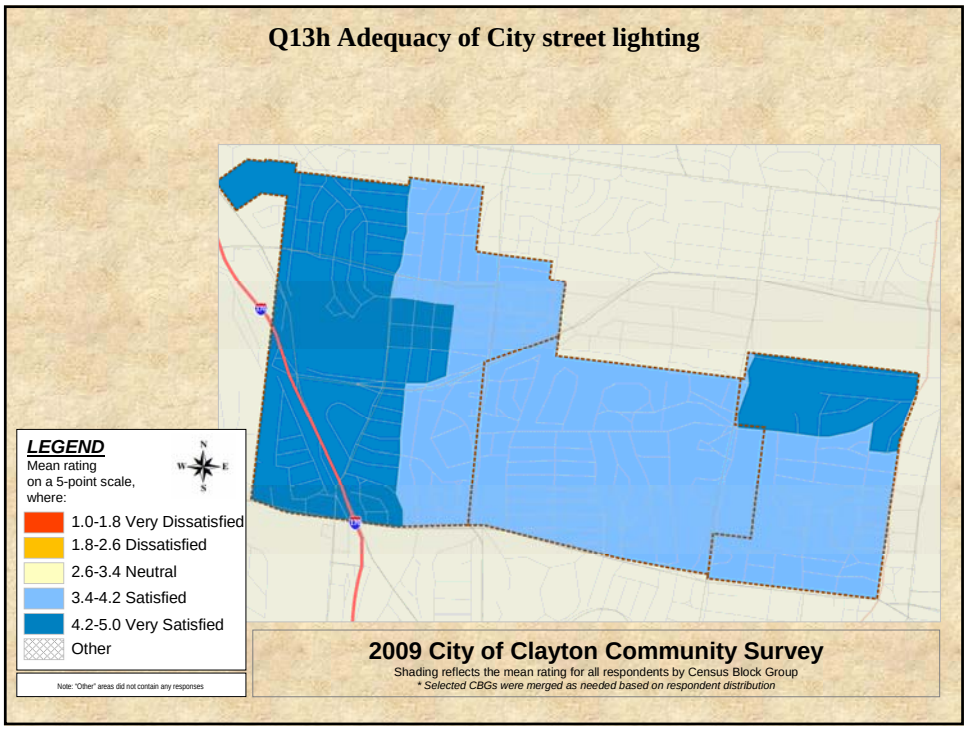

Q13c Maintenance of street signs
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

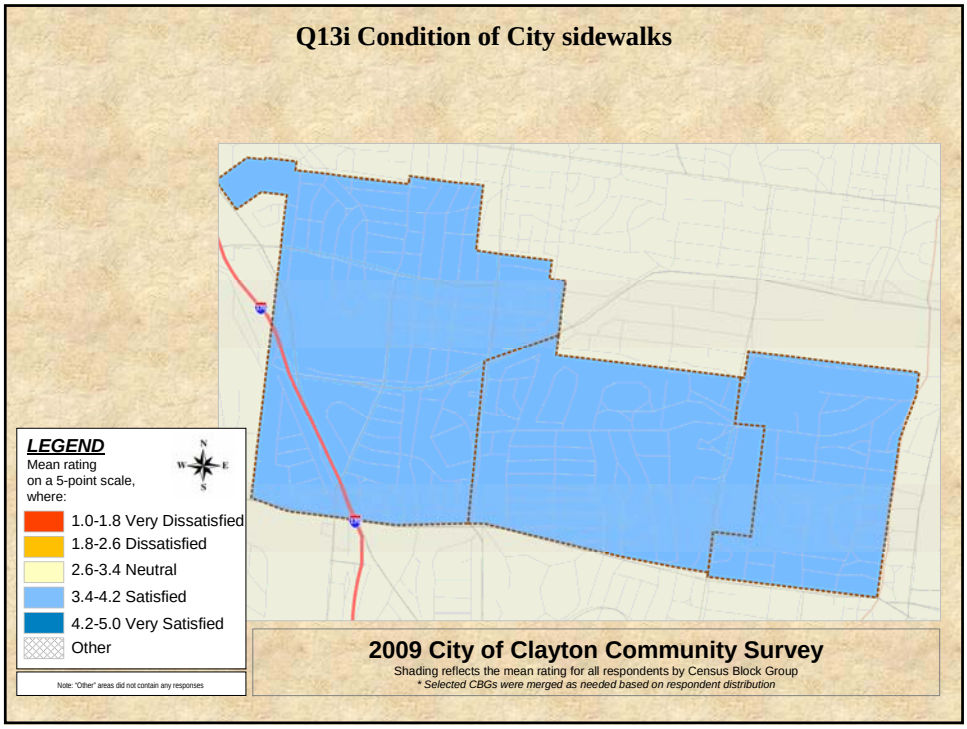

Q13d Maintenance of City buildings
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

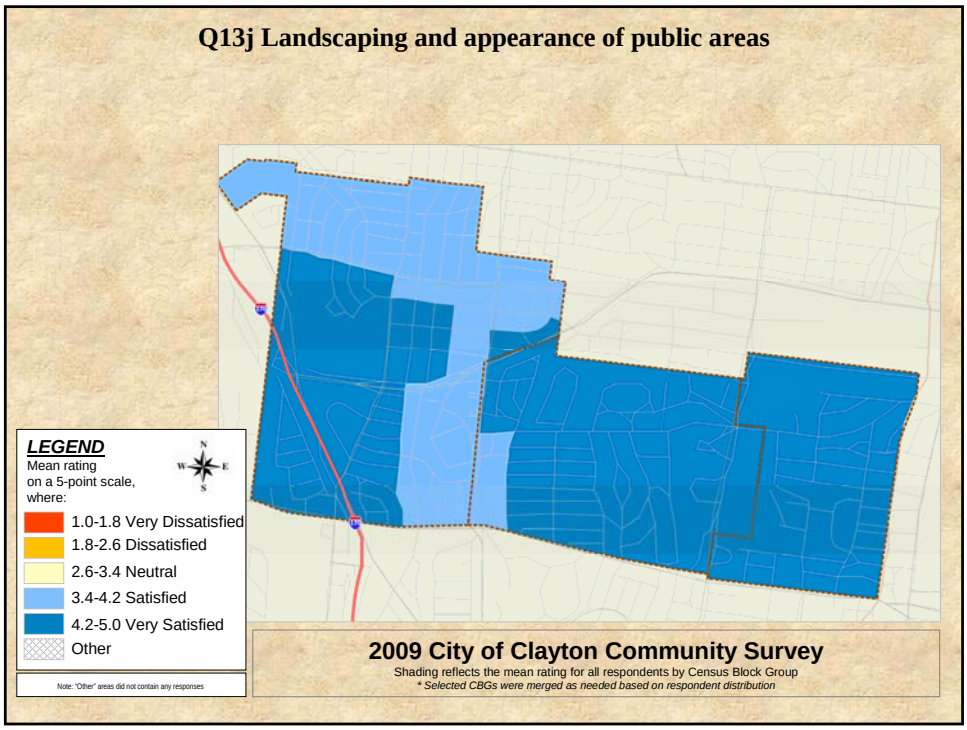

Q13e Snow removal on major City streets
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

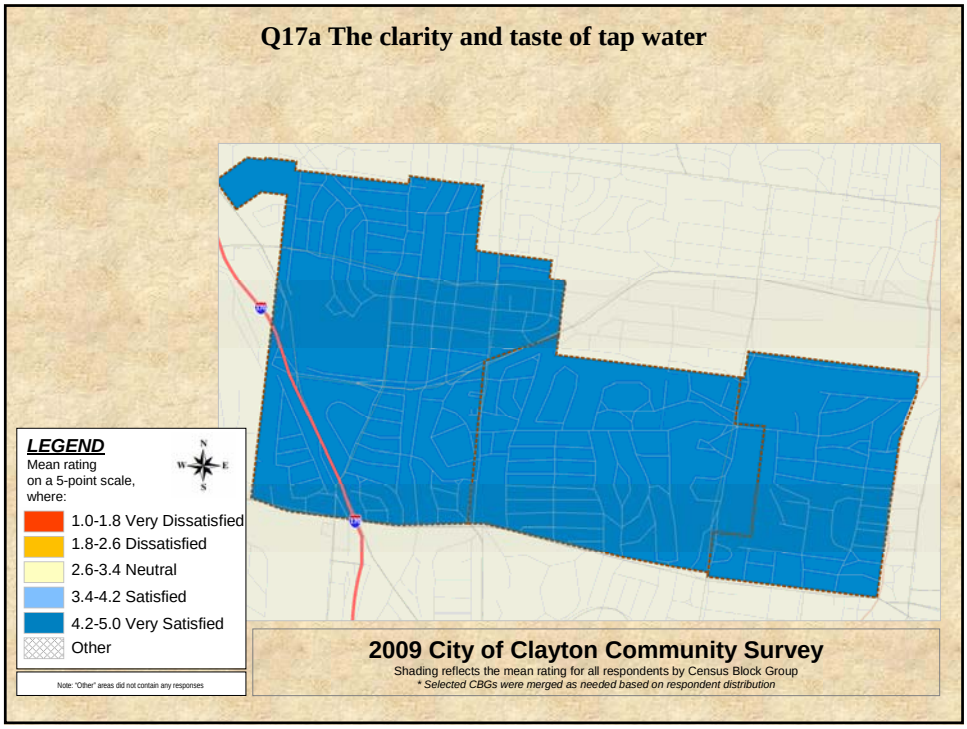

Q13f Snow removal on neighborhood streets
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

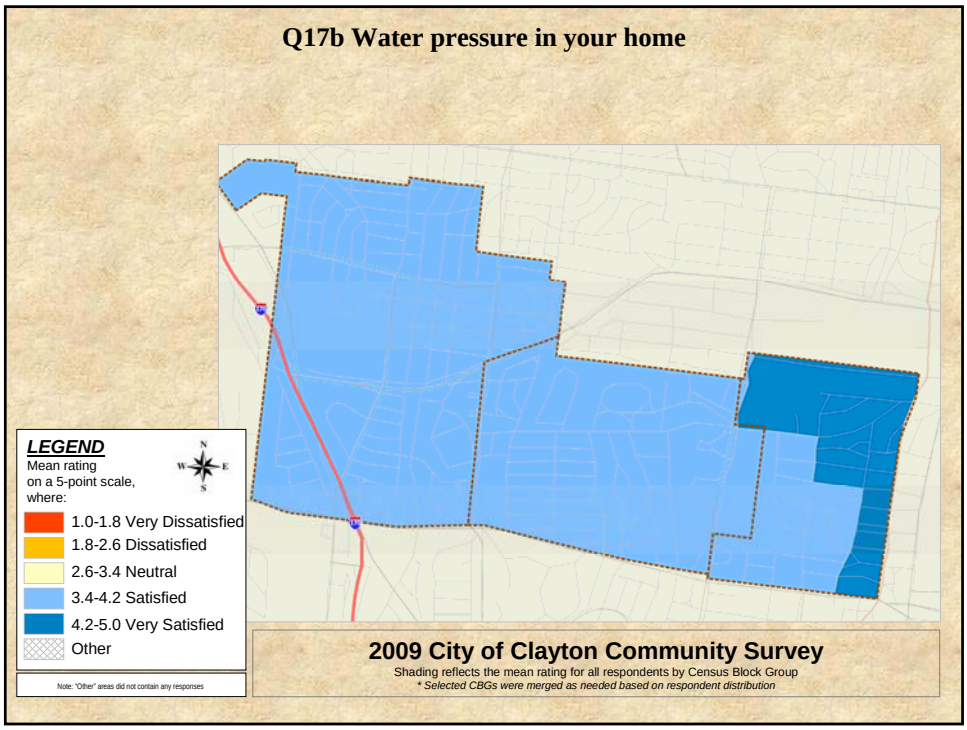

Q13g Overall cleanliness of City streets
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q13h Adequacy of City street lighting
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q13i Condition of City sidewalks
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q13j Landscaping and appearance of public areas
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q17a The clarity and taste of tap water
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q17b Water pressure in your home
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
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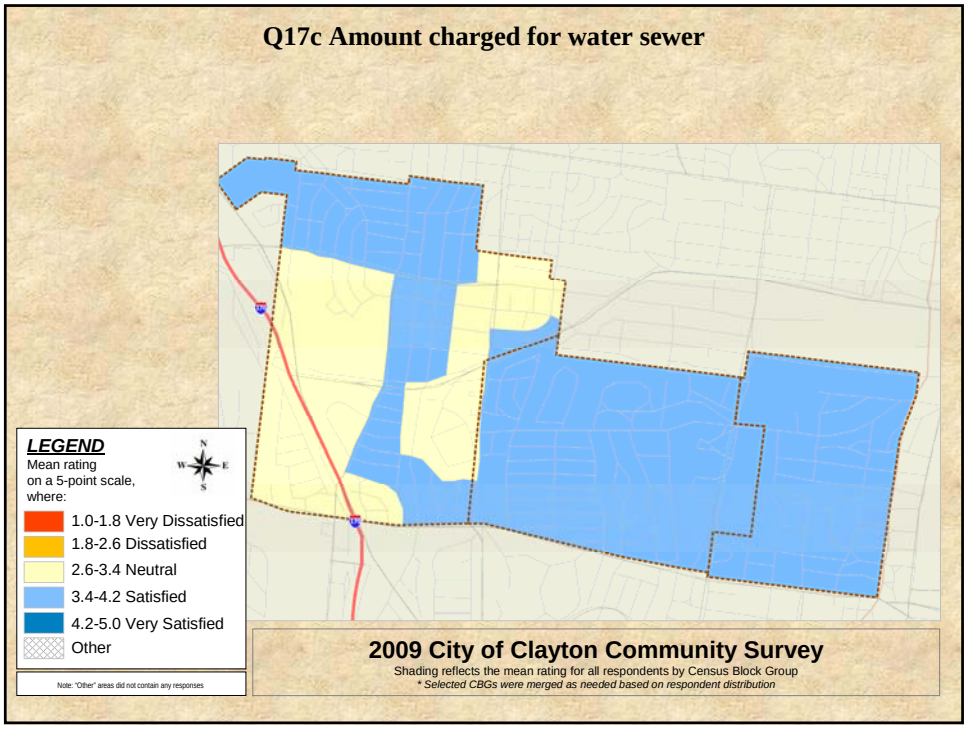
Q17c Amount charged for water sewer
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
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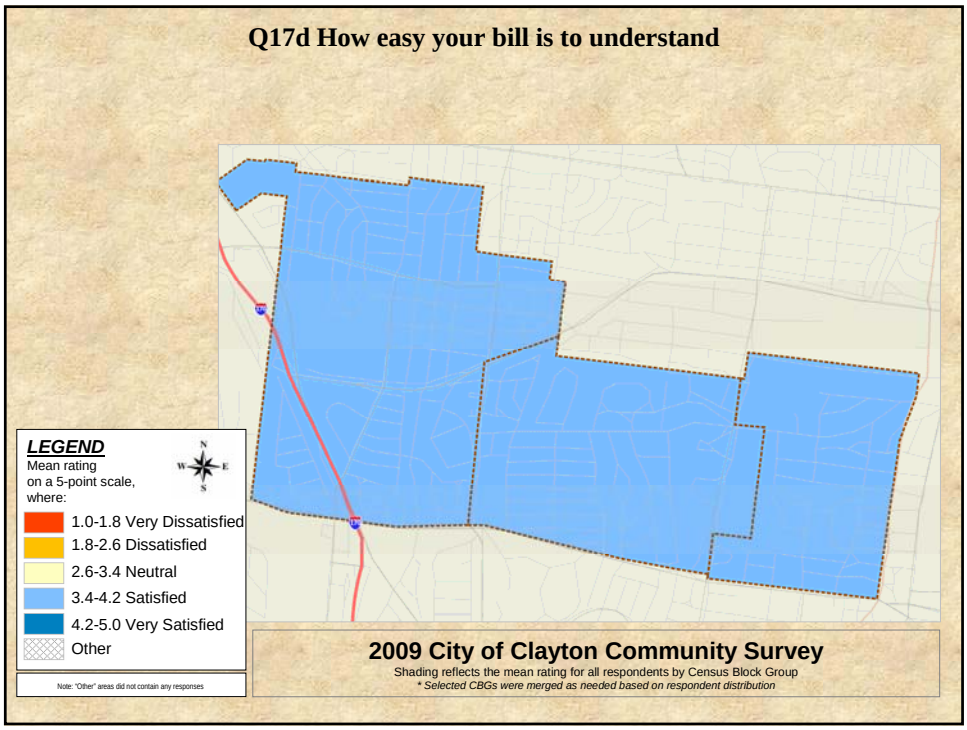
Q17d How easy your bill is to understand
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
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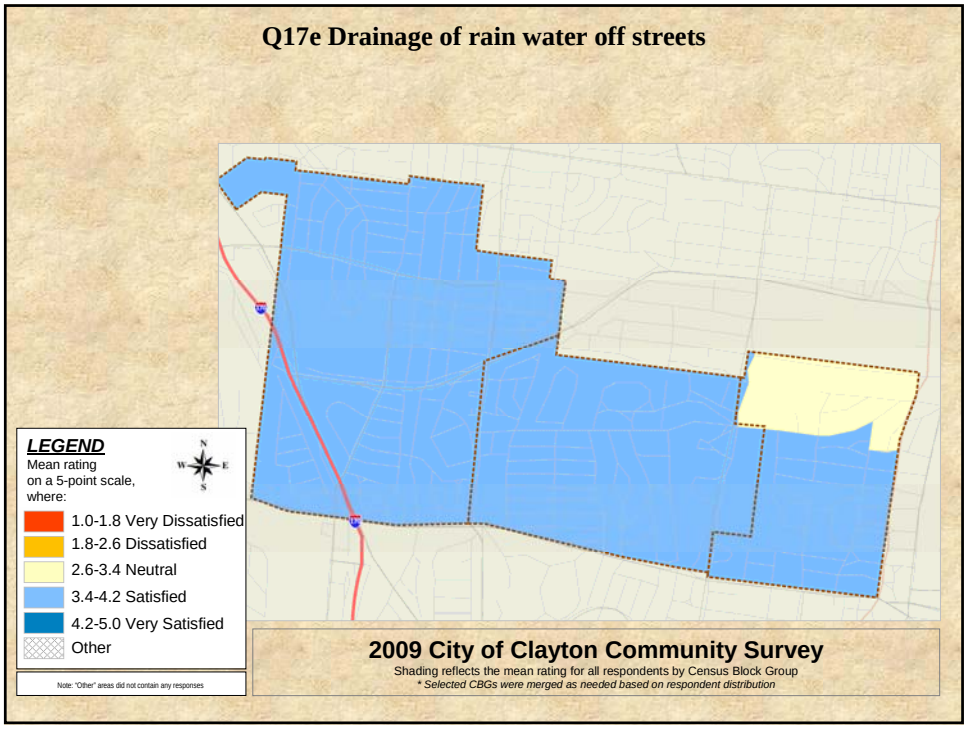
Q17e Drainage of rain water off streets
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
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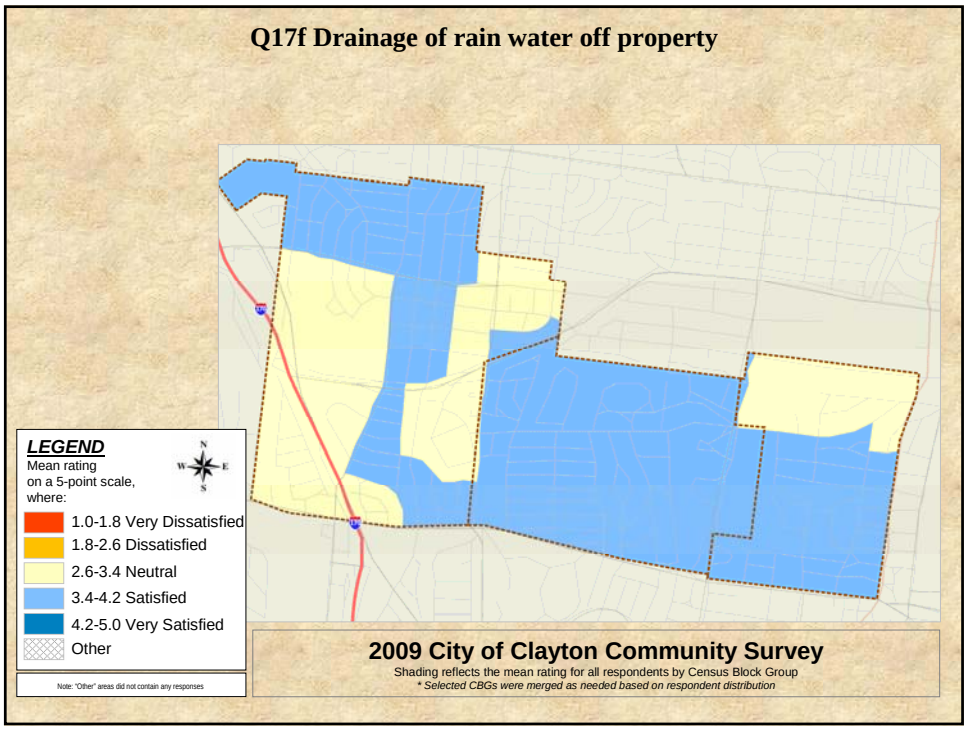
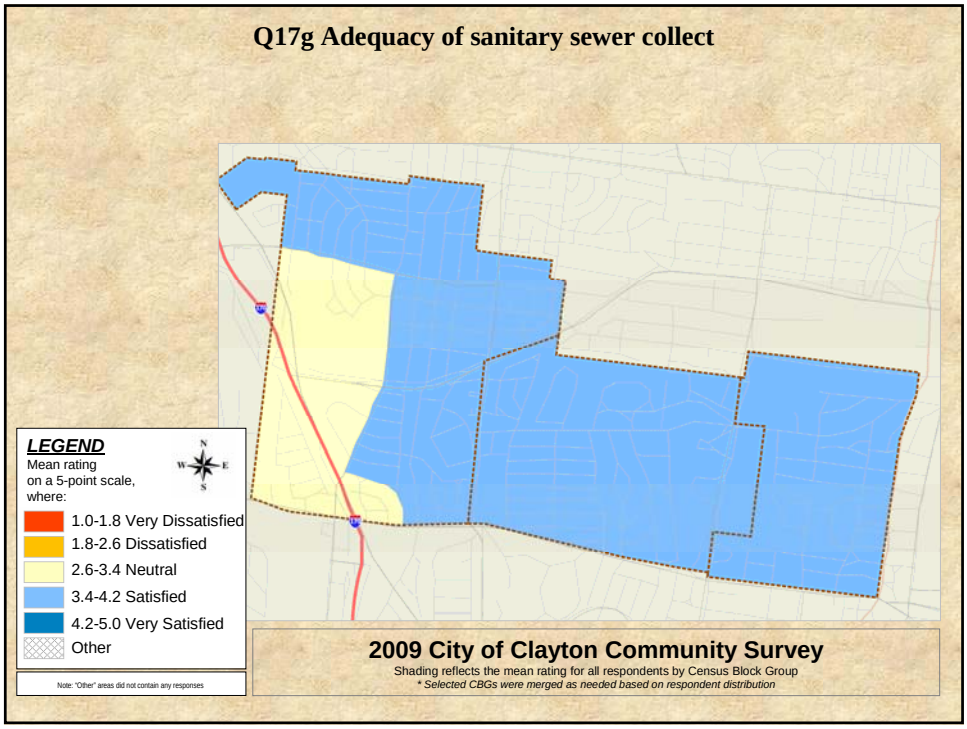

Q17f Drainage of rain water off property
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q17g Adequacy of sanitary sewer collect
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
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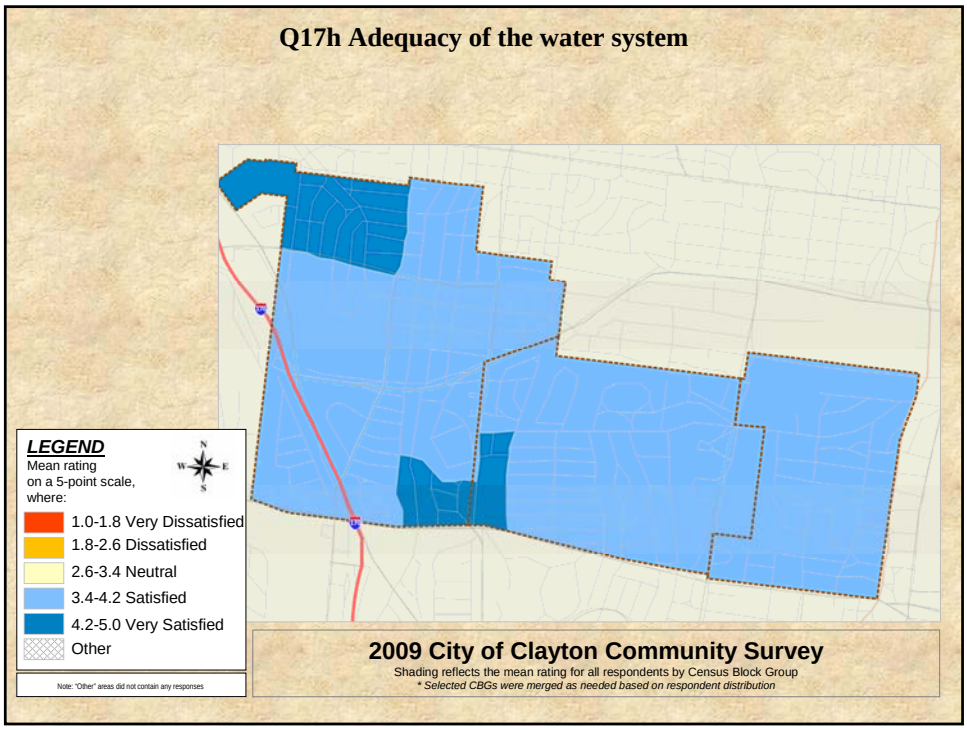
Q17h Adequacy of the water system
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
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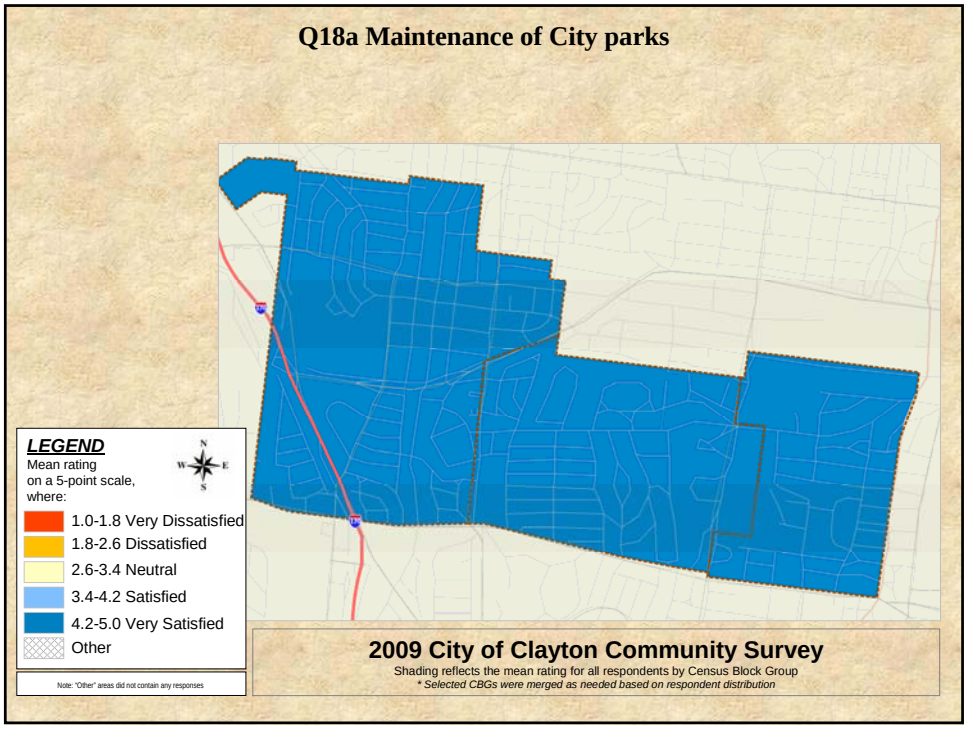
Q18a Maintenance of City parks
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
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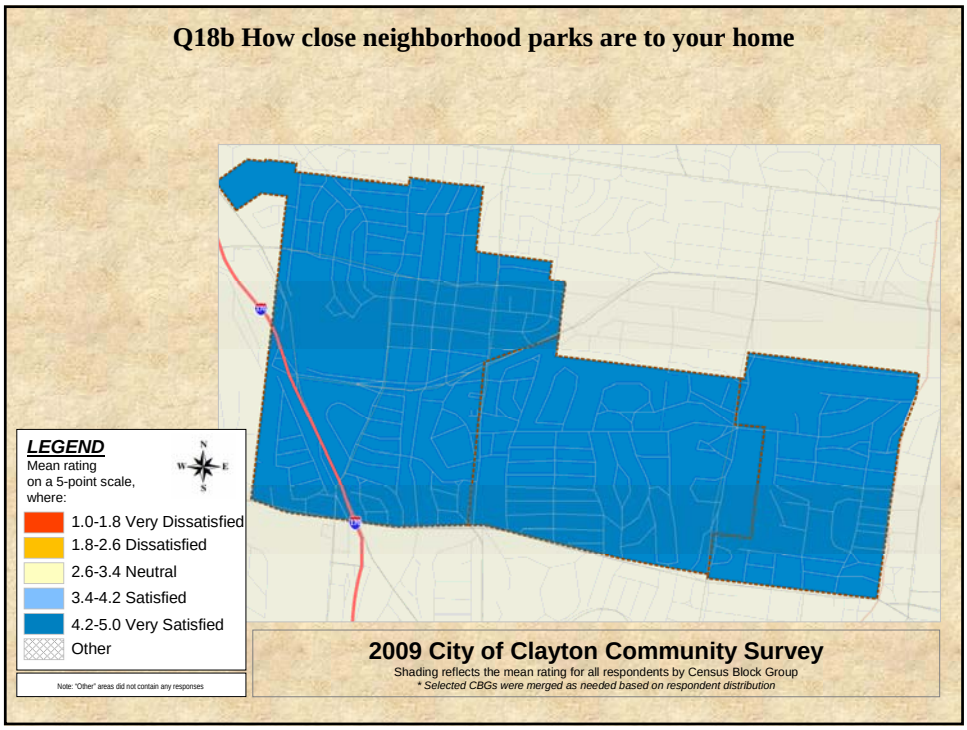
Q18b How close neighborhood parks are to your home
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
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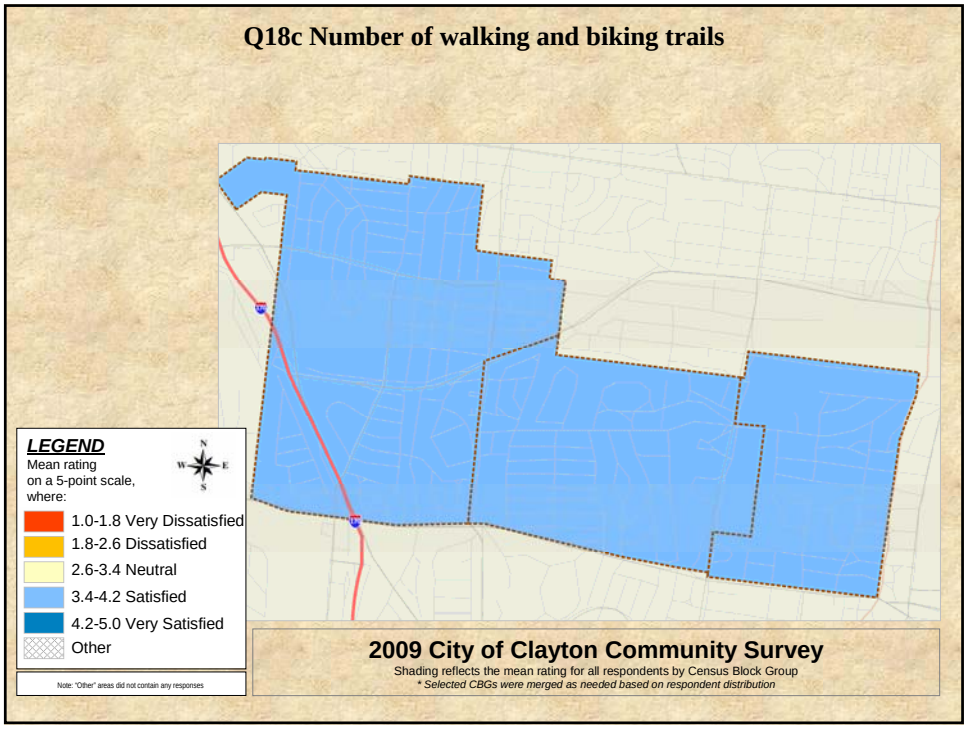
Q18c Number of walking and biking trails
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
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Shading reflects the mean rating for all respondents by Census Block Group
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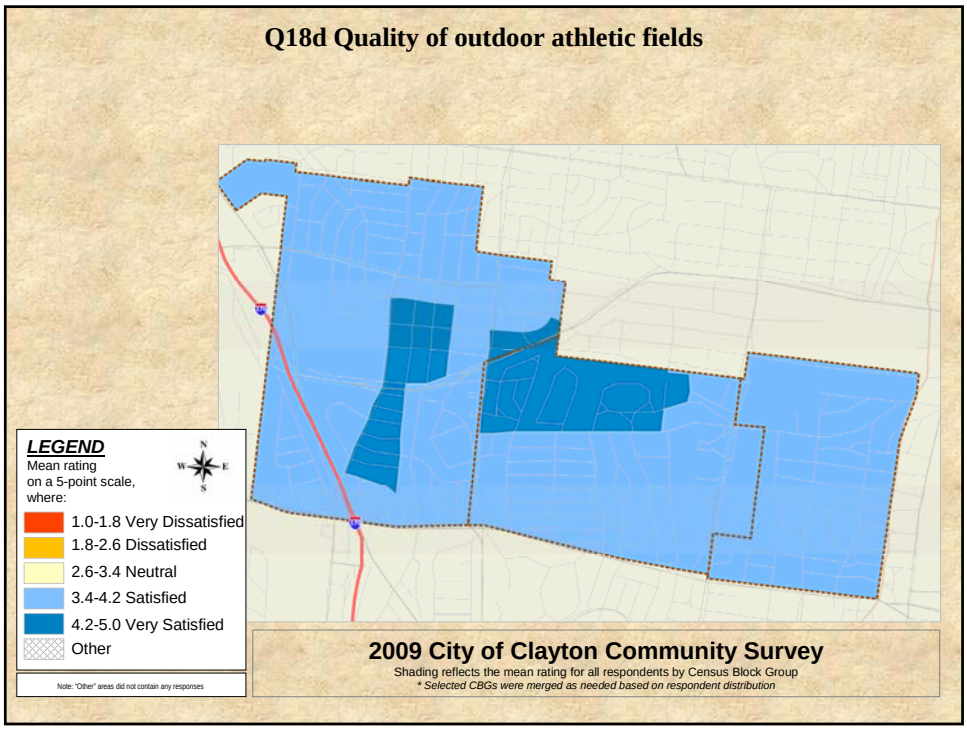
Q18d Quality of outdoor athletic fields
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
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Shading reflects the mean rating for all respondents by Census Block Group
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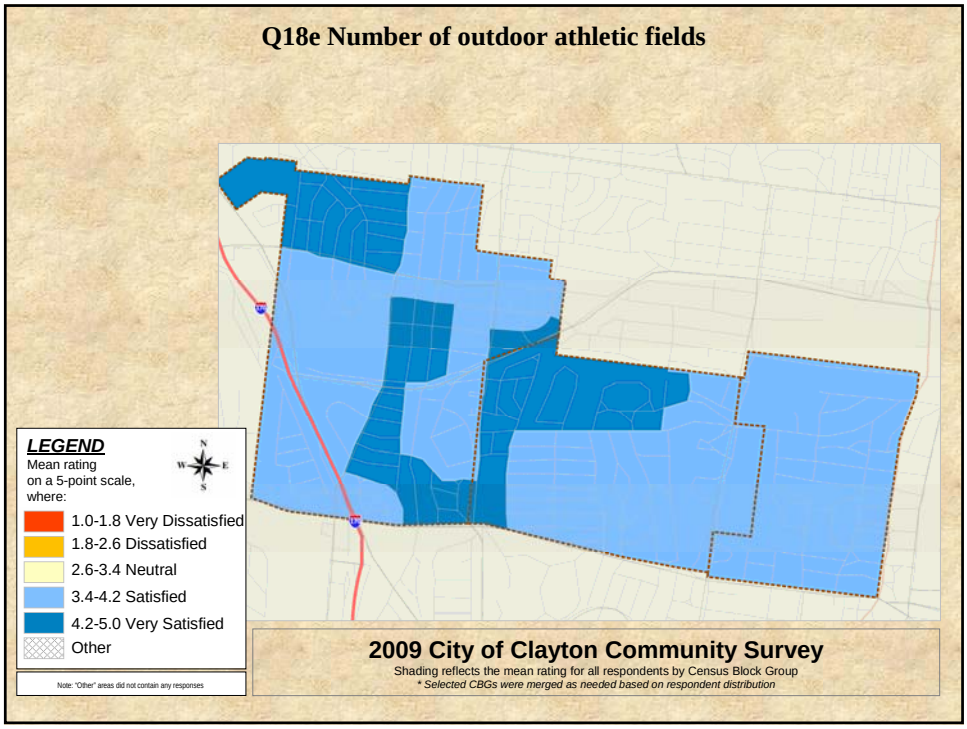
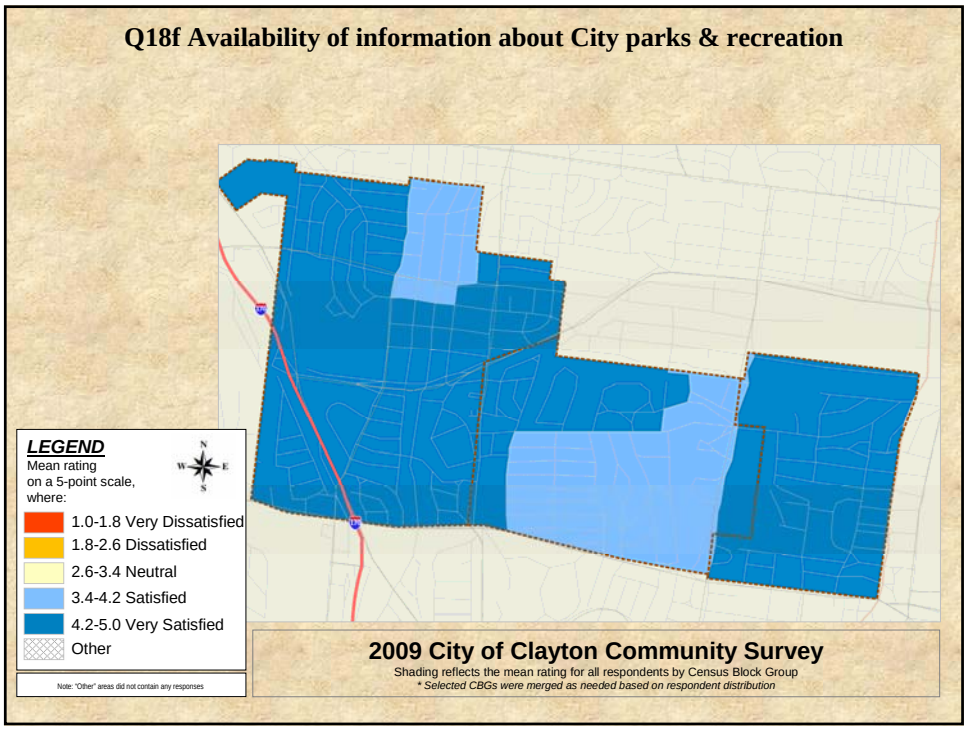
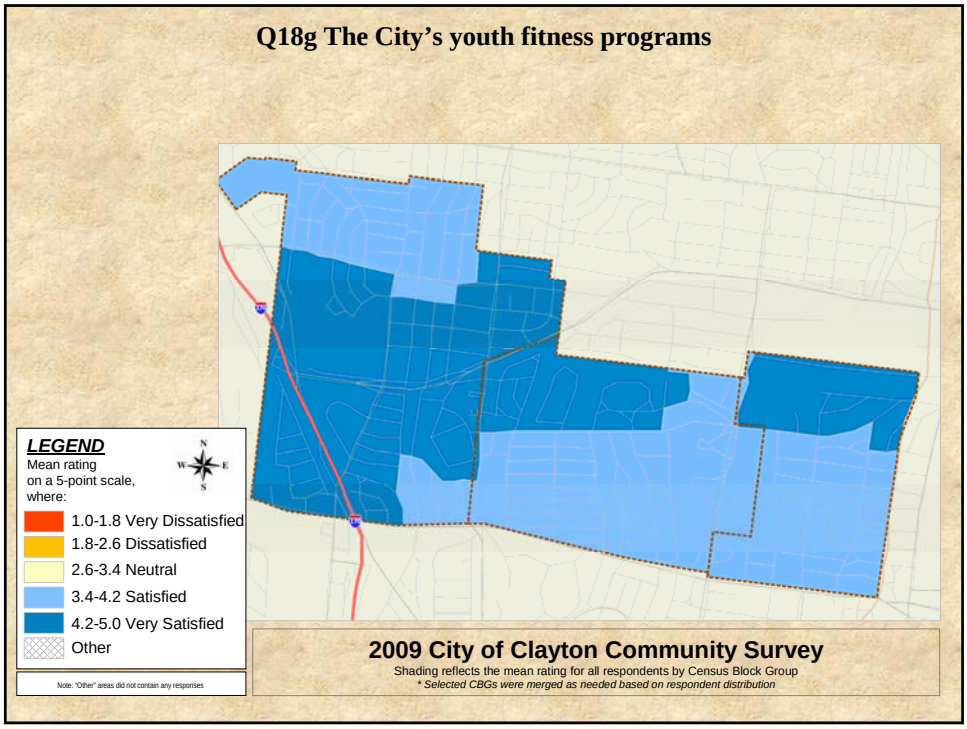
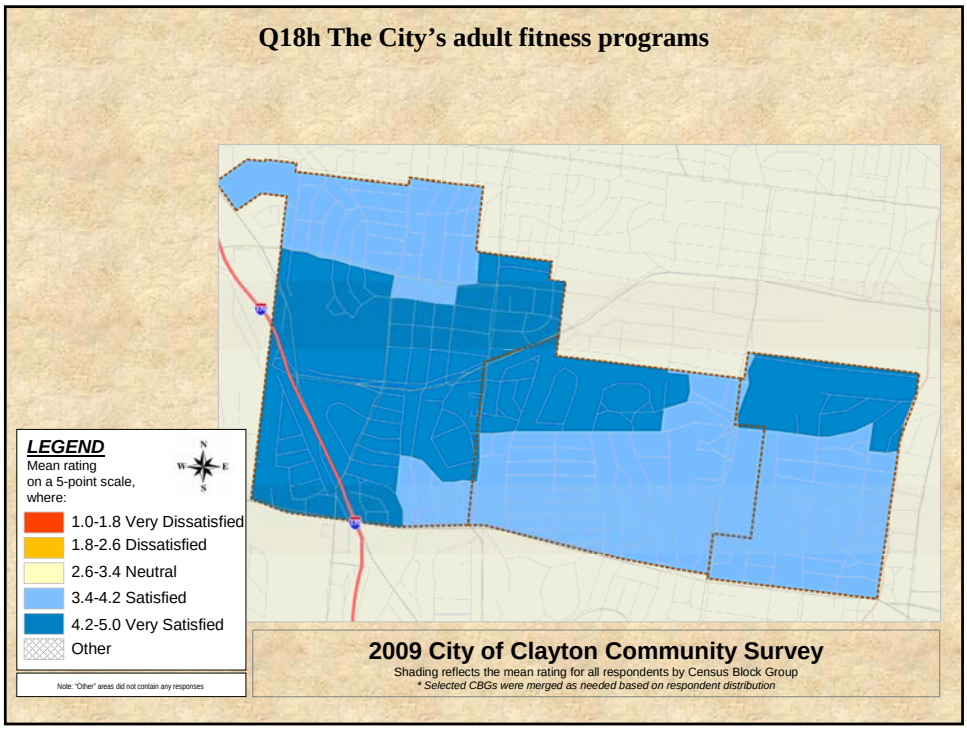

Q18e Number of outdoor athletic fields
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

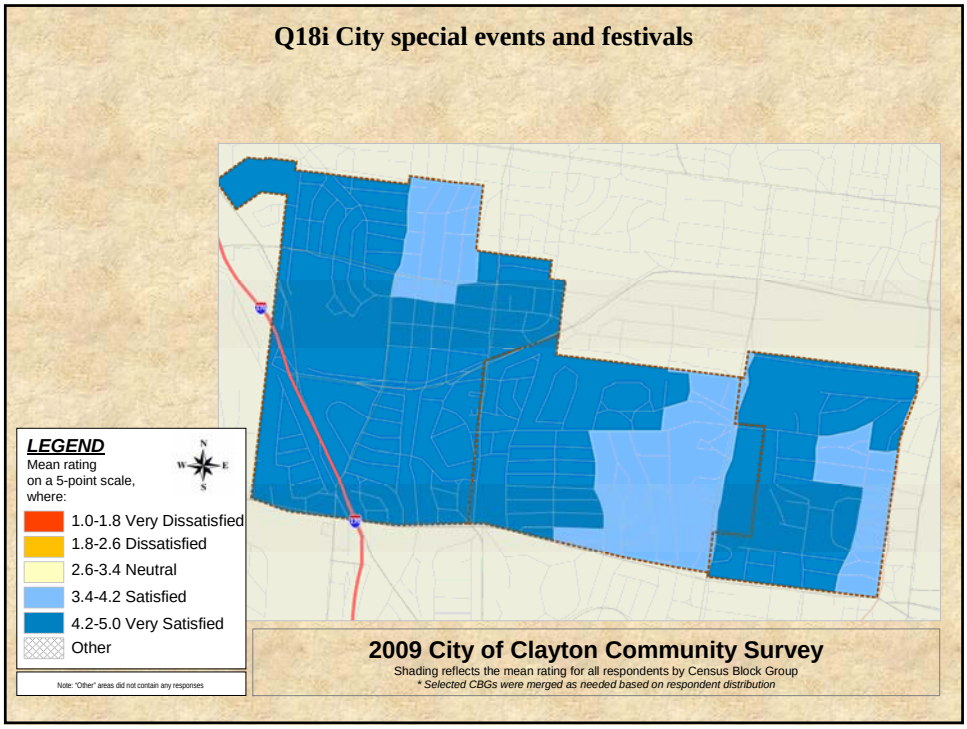

Q18f Availability of information about City parks & recreation
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

Q18g The City's youth fitness programs



Q18h The City's adult fitness programs




Q18i City special events and festivals
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
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Shading reflects the mean rating for all respondents by Census Block Group
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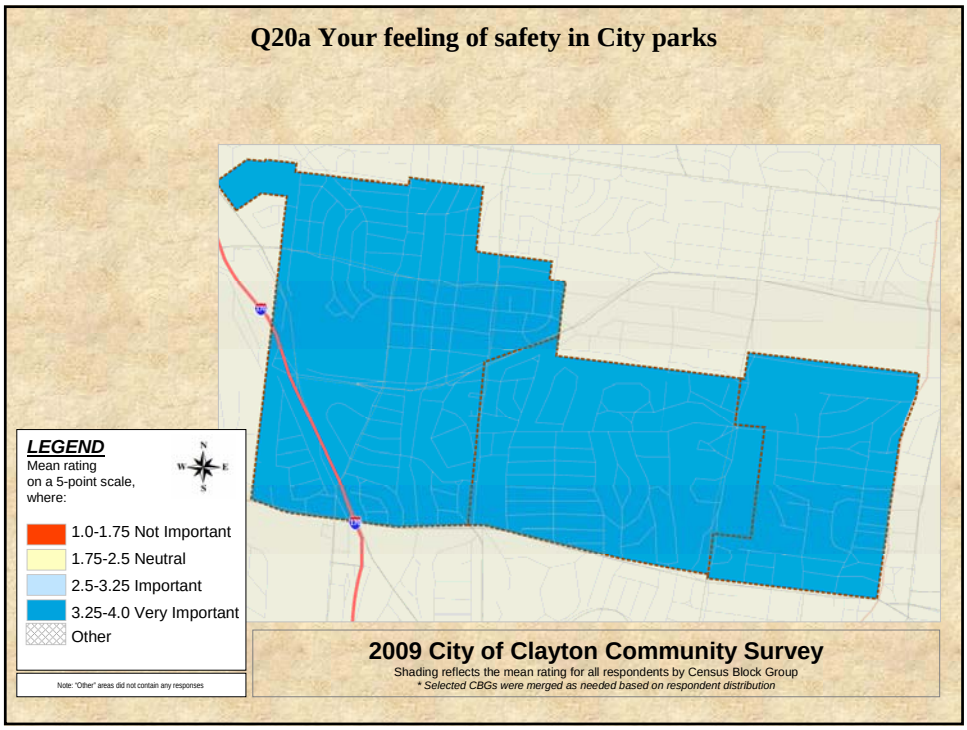
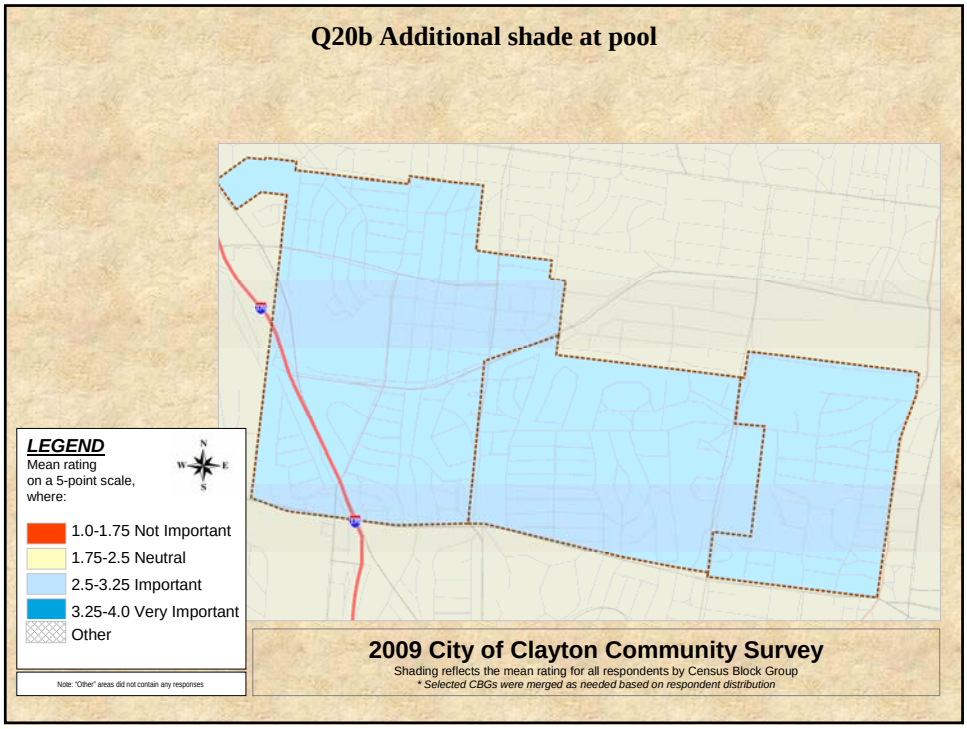
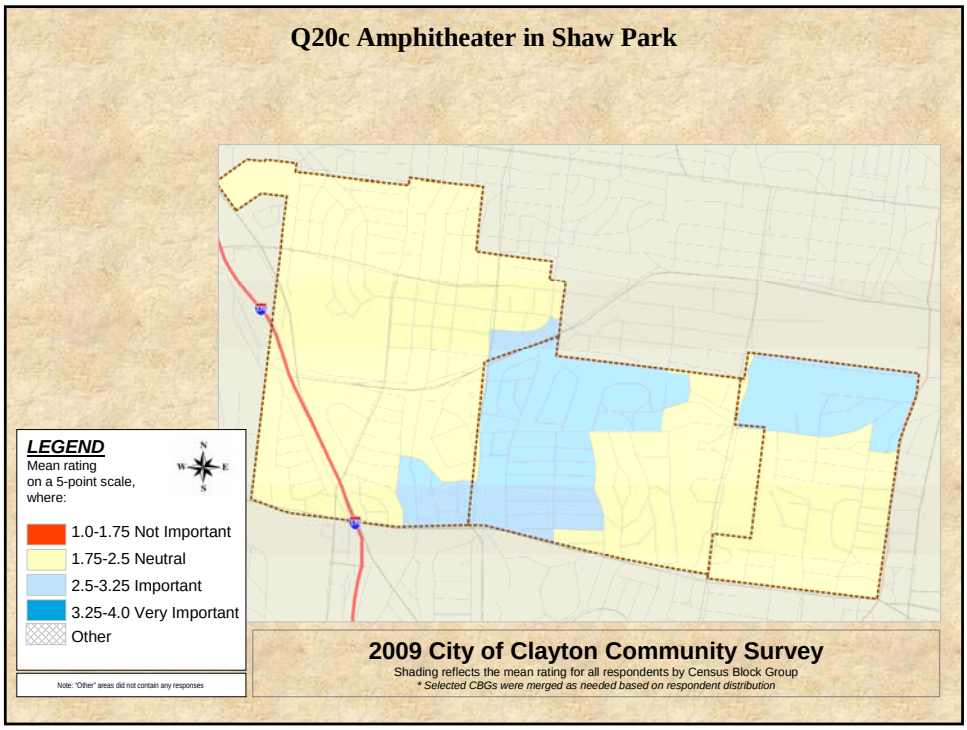

Q20a Your feeling of safety in City parks
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Not Important
1.75-2.5 Neutral
2.5-3.25 Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q20b Additional shade at pool
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Not Important
1.75-2.5 Neutral
2.5-3.25 Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q20c Amphitheater in Shaw Park
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Not Important
1.75-2.5 Neutral
2.5-3.25 Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
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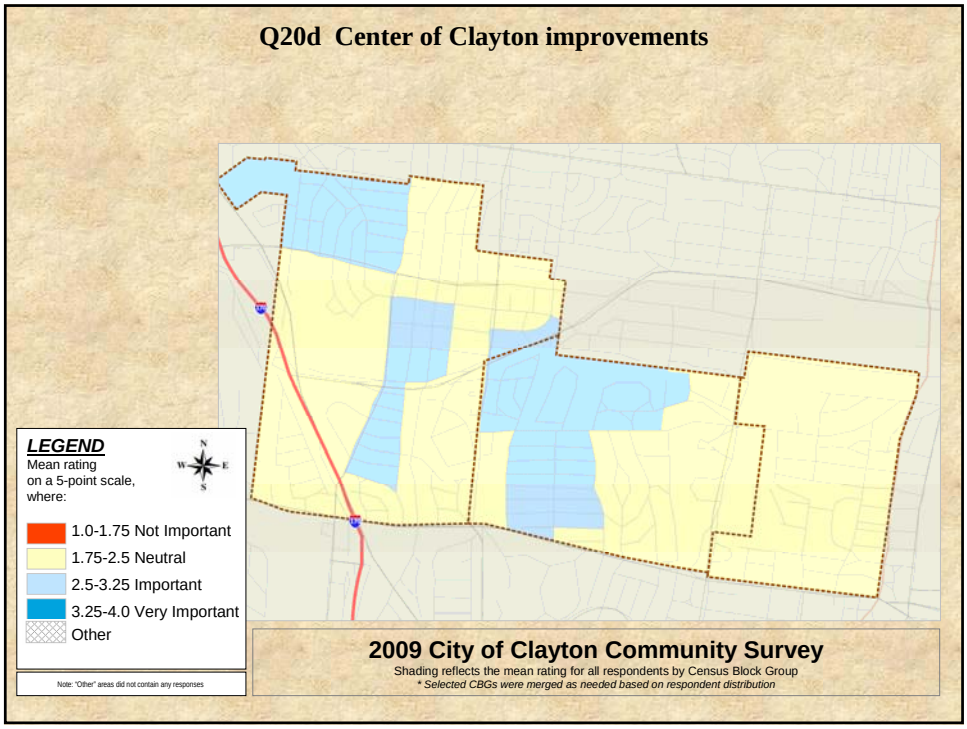
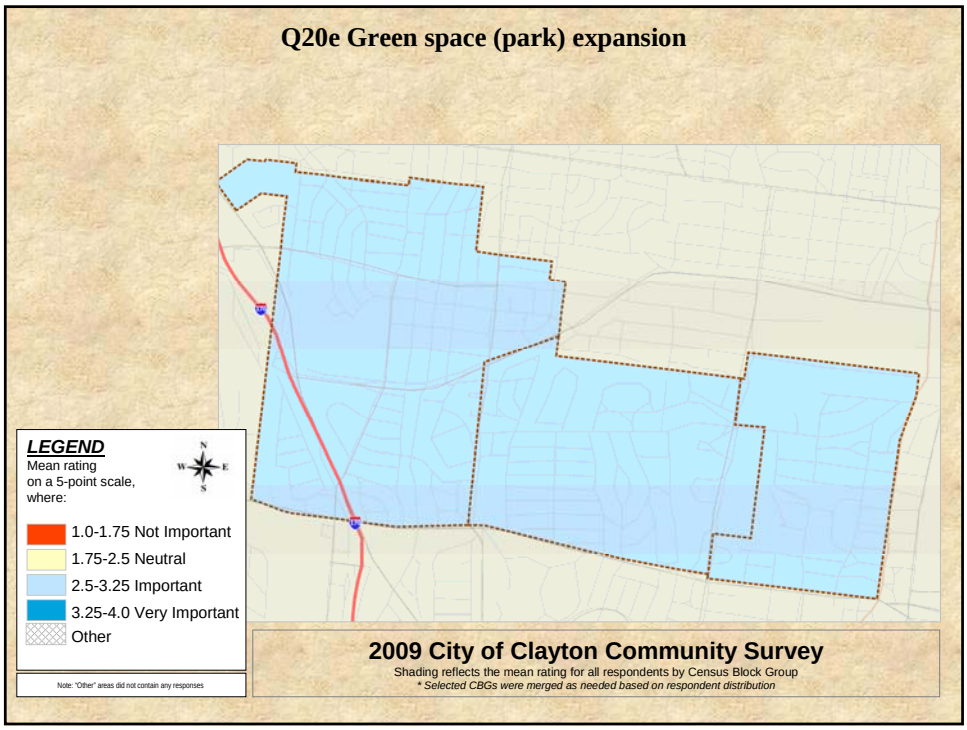
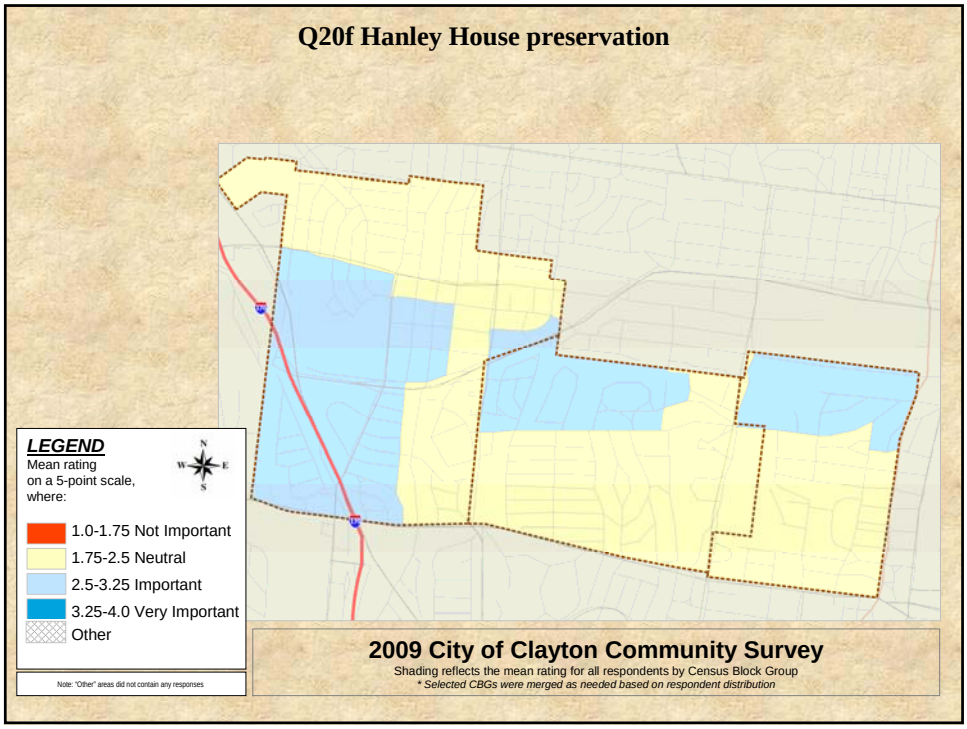
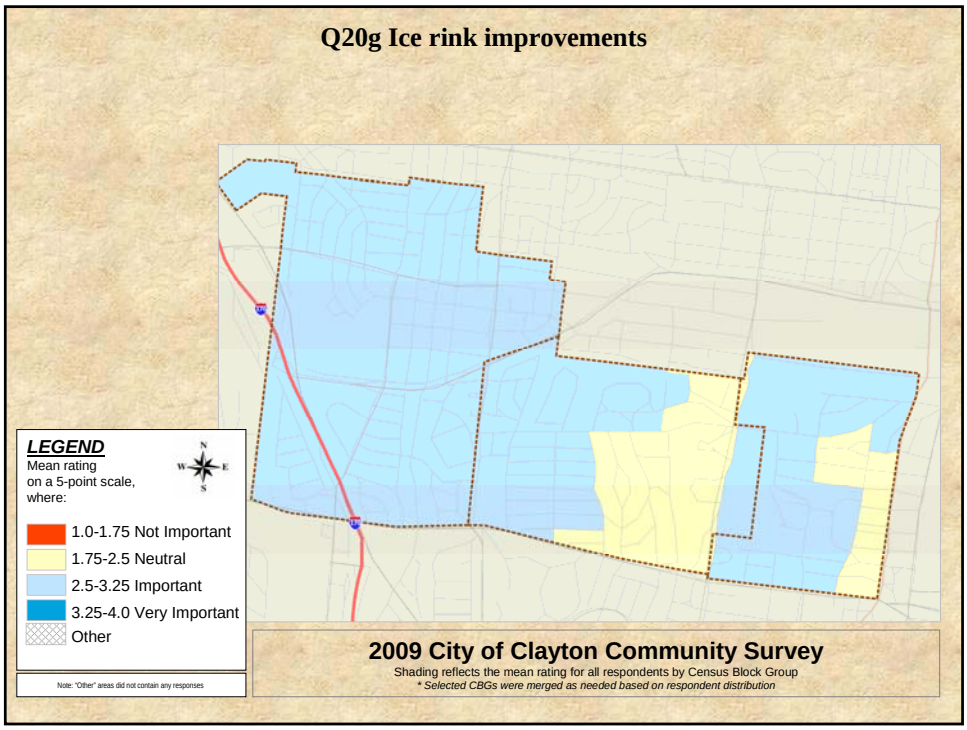
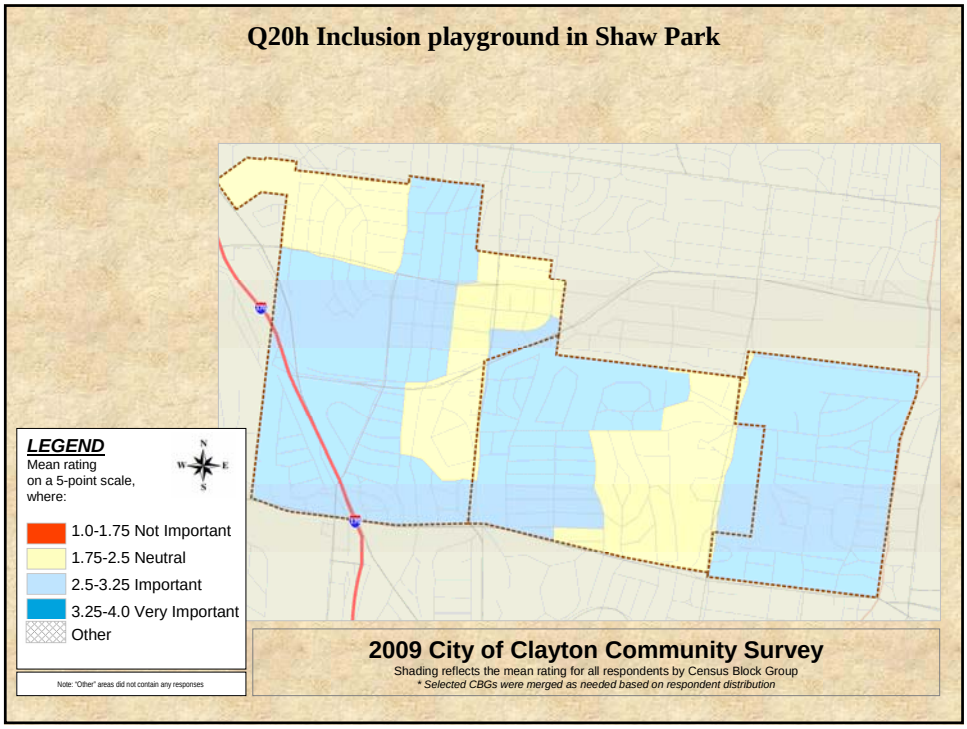

Q20d Center of Clayton improvements
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Not Important
1.75-2.5 Neutral
2.5-3.25 Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q20e Green space (park) expansion
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Not Important
1.75-2.5 Neutral
2.5-3.25 Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q20f Hanley House preservation
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Not Important
1.75-2.5 Neutral
2.5-3.25 Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q20g Ice rink improvements
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Not Important
1.75-2.5 Neutral
2.5-3.25 Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q20h Inclusion playground in Shaw Park
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Not Important
1.75-2.5 Neutral
2.5-3.25 Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
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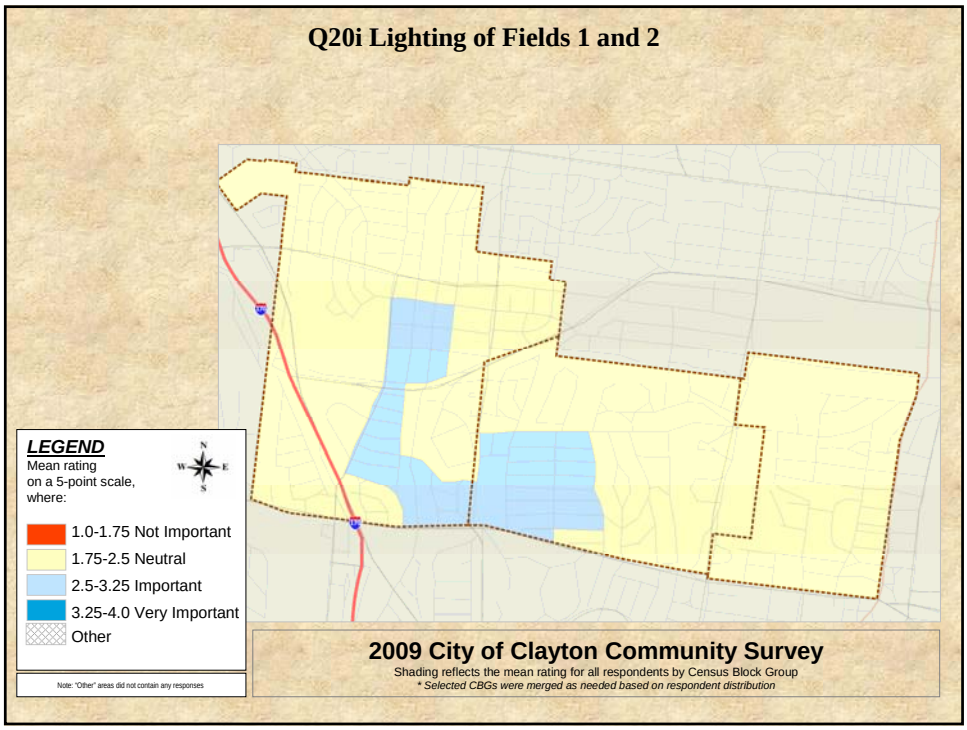
Q20i Lighting of Fields 1 and 2
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Not Important
1.75-2.5 Neutral
2.5-3.25 Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
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Shading reflects the mean rating for all respondents by Census Block Group
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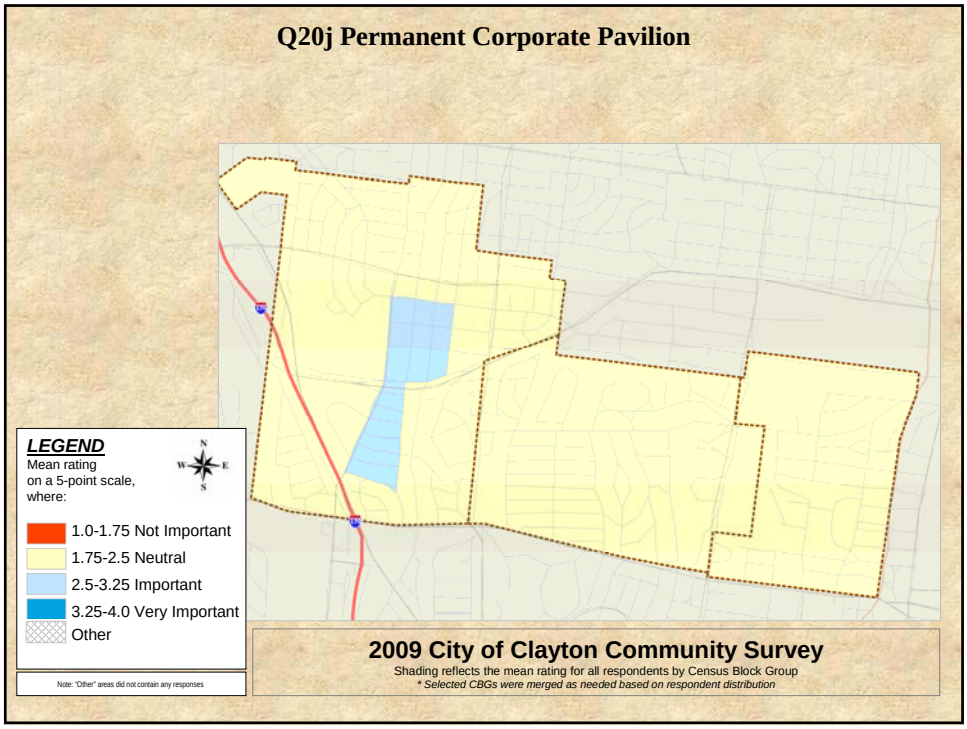
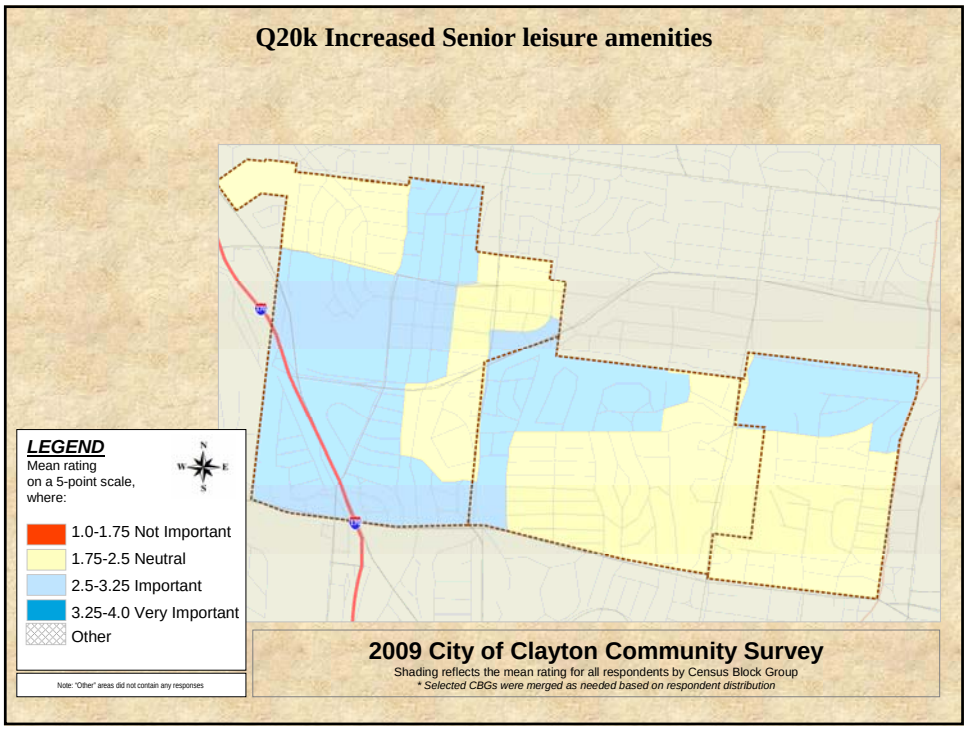

Q20j Permanent Corporate Pavilion
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Not Important
1.75-2.5 Neutral
2.5-3.25 Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q20k Increased Senior leisure amenities
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Not Important
1.75-2.5 Neutral
2.5-3.25 Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
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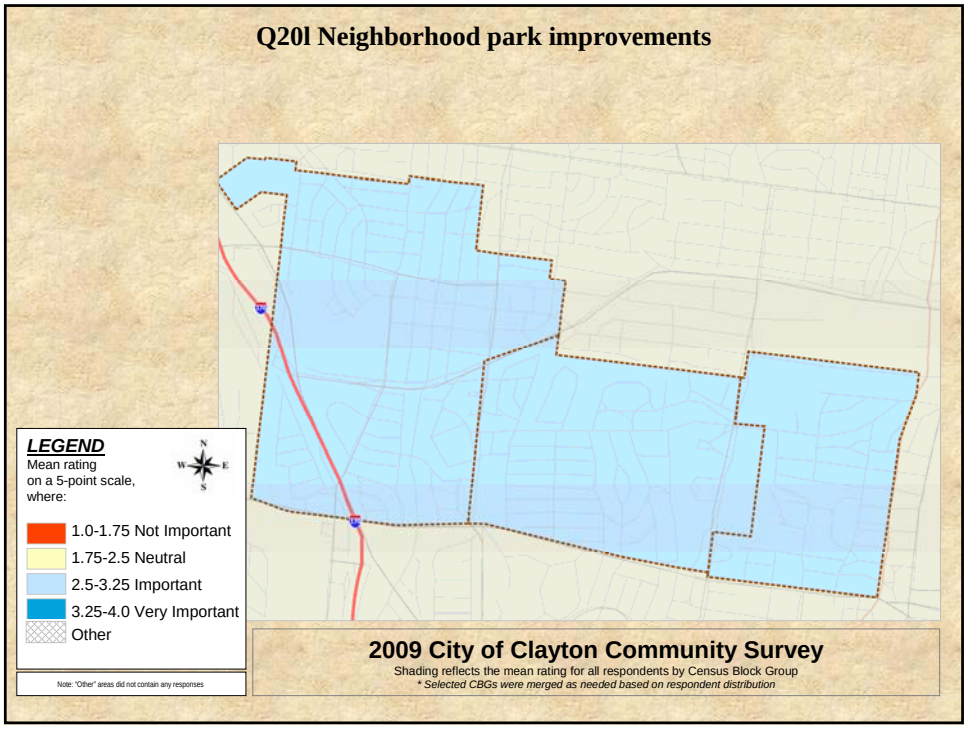
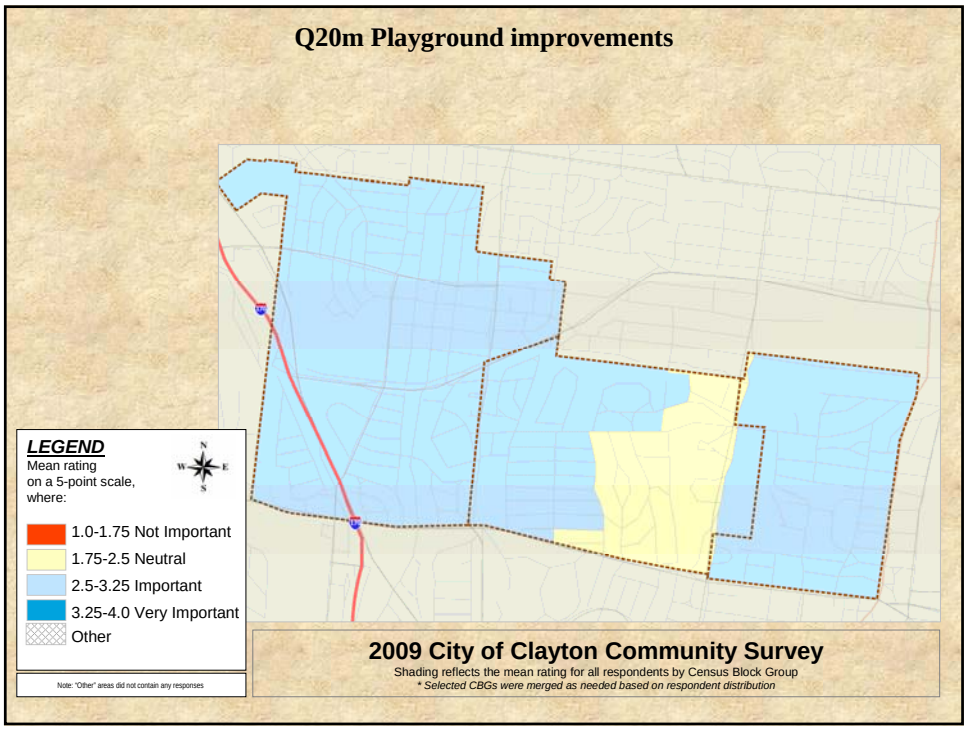
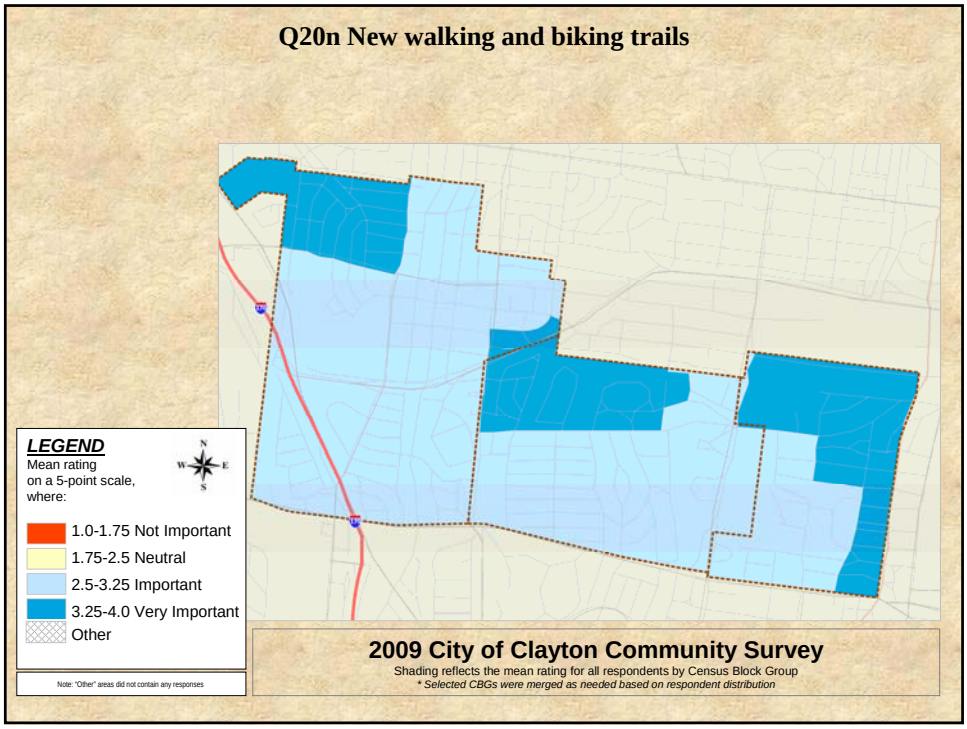

Q20l Neighborhood park improvements
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Not Important
1.75-2.5 Neutral
2.5-3.25 Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q20m Playground improvements
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Not Important
1.75-2.5 Neutral
2.5-3.25 Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q20n New walking and biking trails
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Not Important
1.75-2.5 Neutral
2.5-3.25 Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
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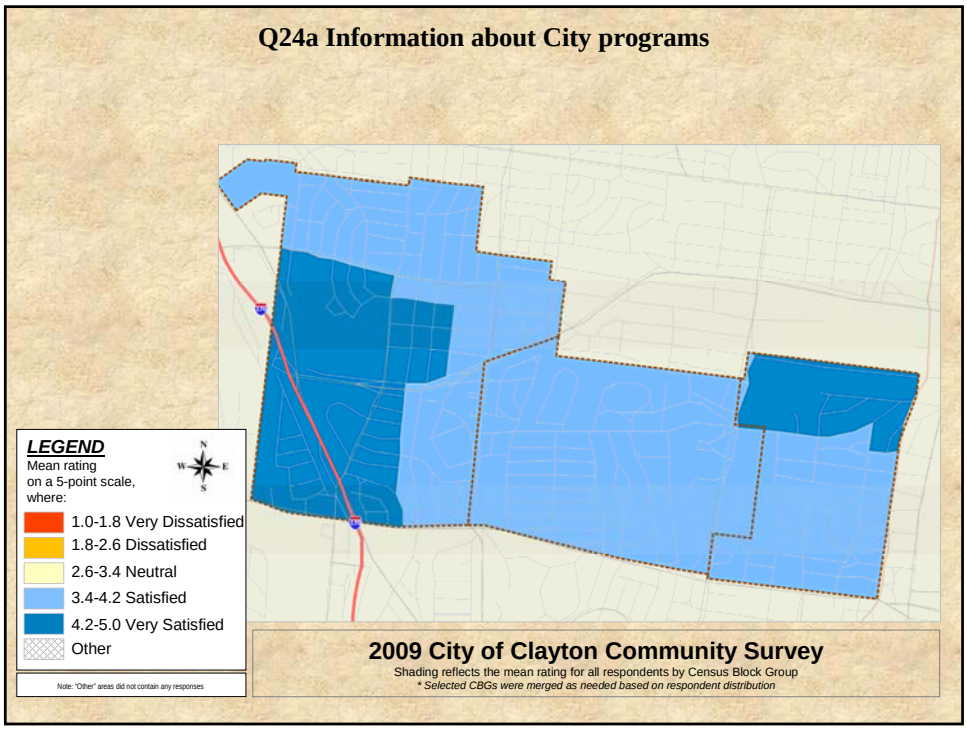
Q24a Information about City programs
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
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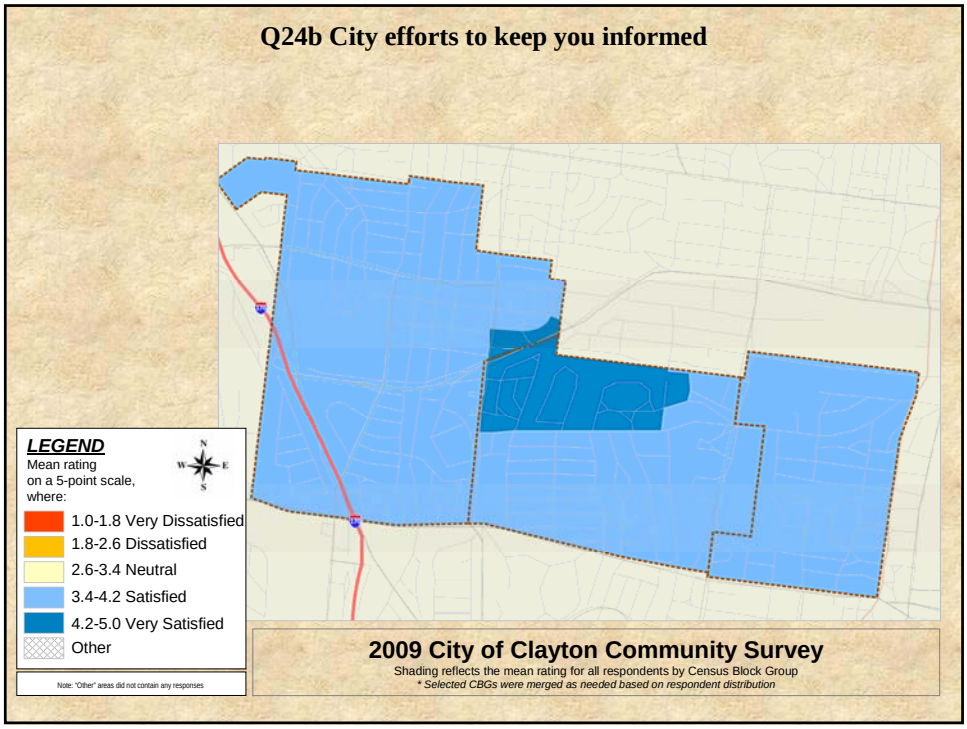
* Selected CBGs were merged as needed based on respondent distribution


Q24b City efforts to keep you informed
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
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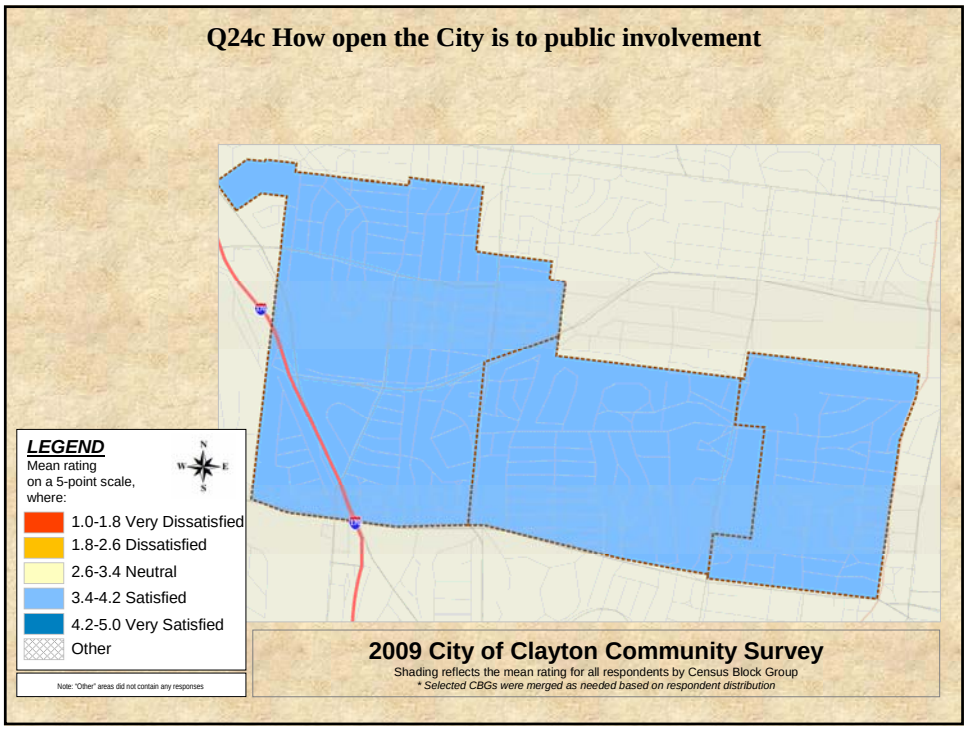
Q24c How open the City is to public involvement
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
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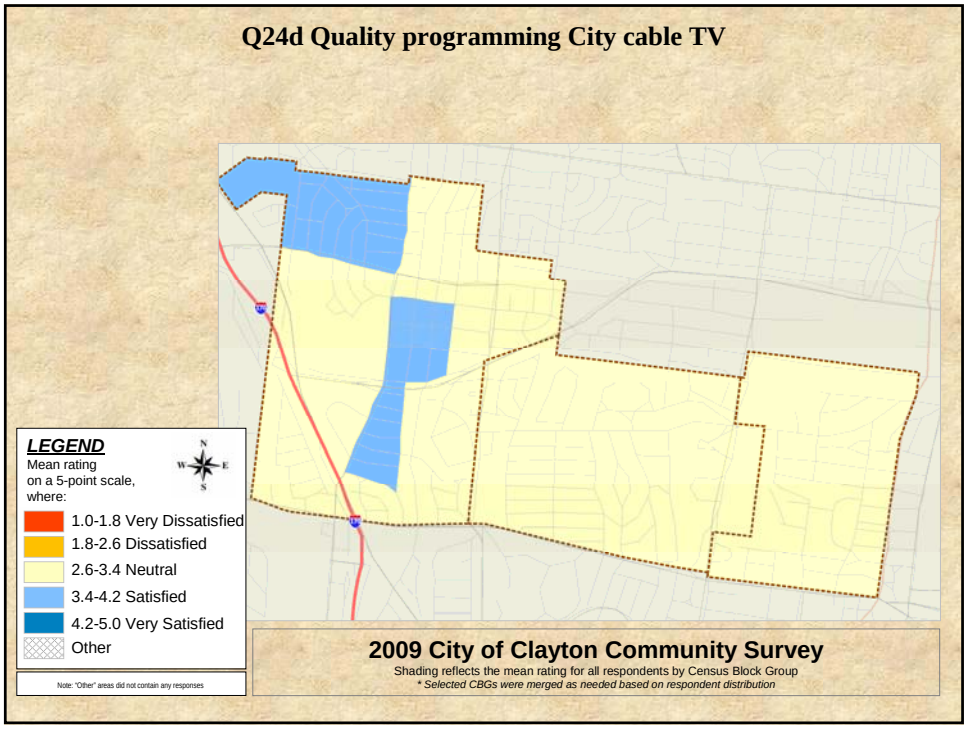
Q24d Quality programming City cable TV
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
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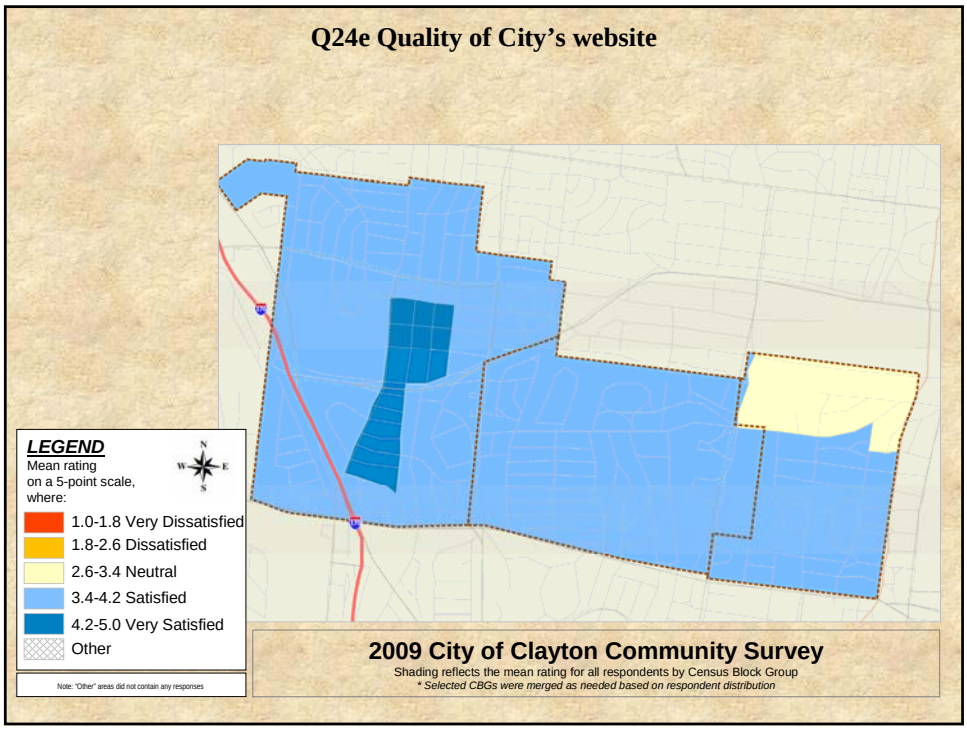
Q24e Quality of City's website
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
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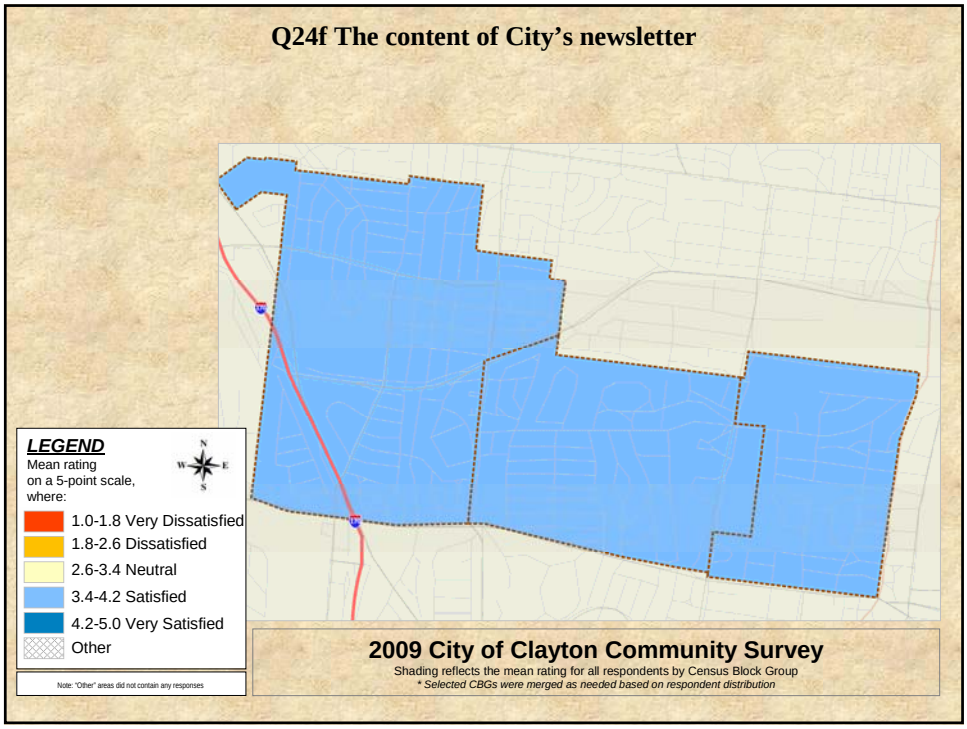
Q24f The content of City's newsletter
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
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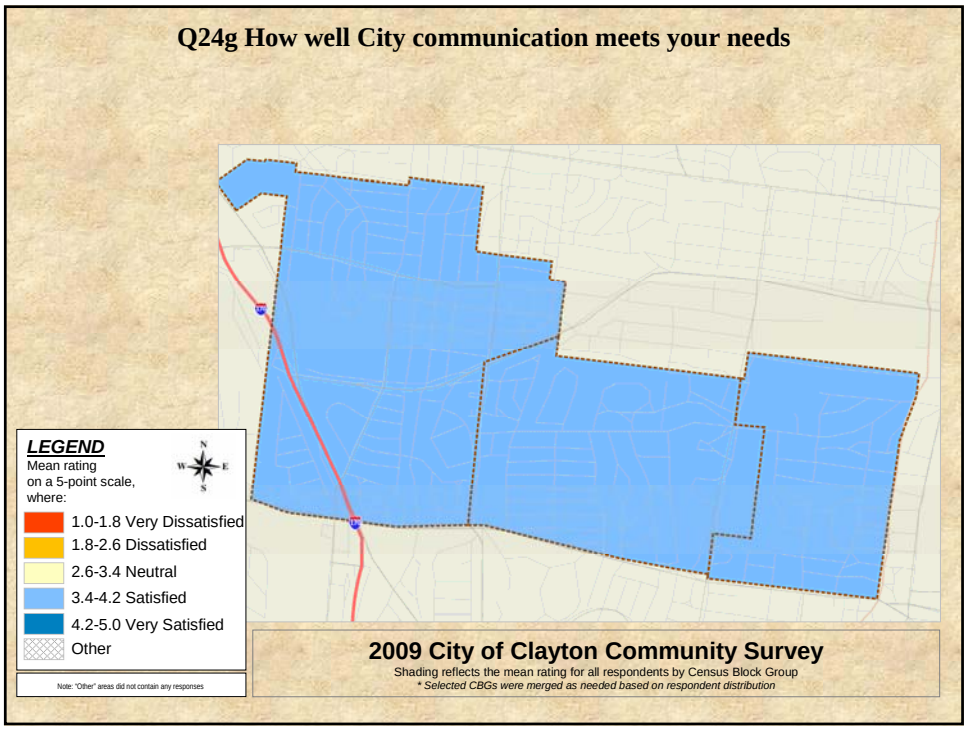
Q24g How well City communication meets your needs
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
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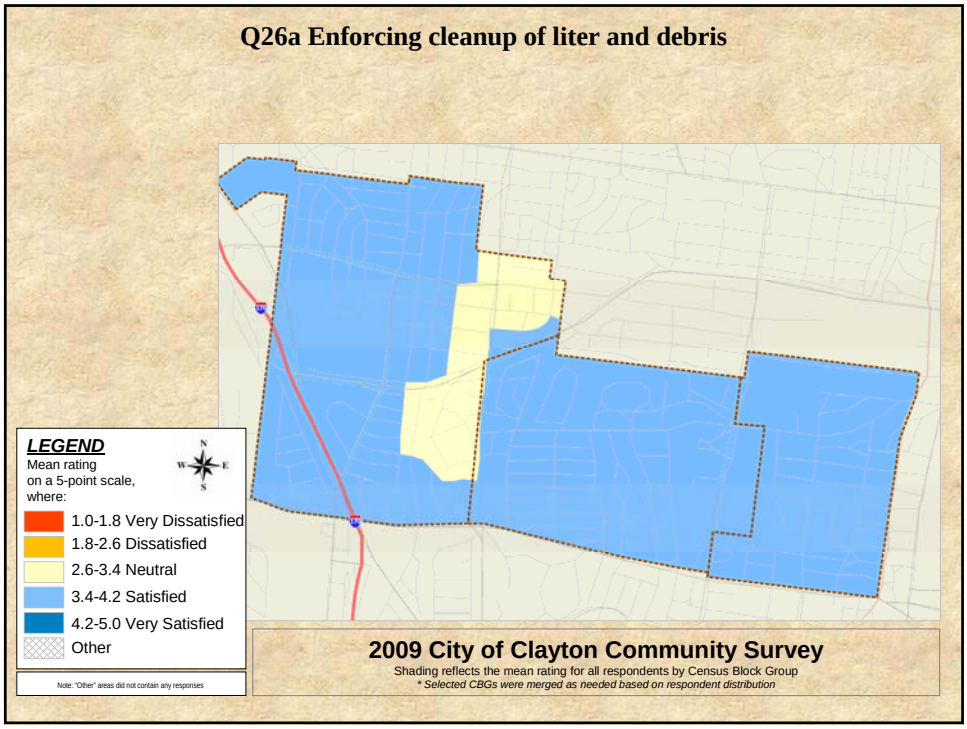
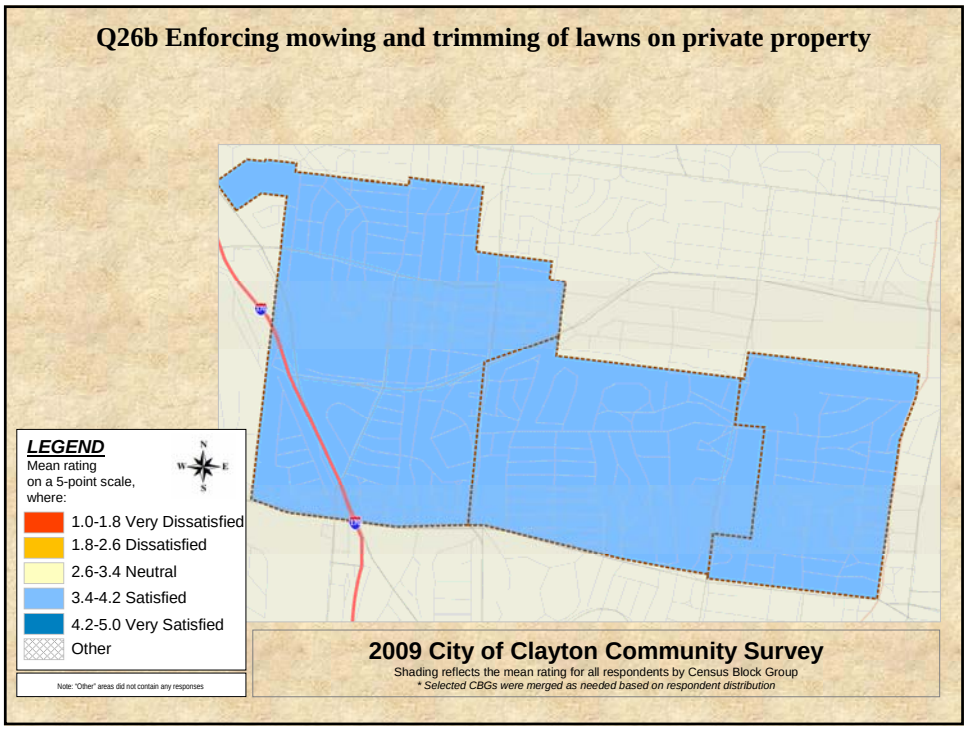

Q26a Enforcing cleanup of liter and debris
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q26b Enforcing mowing and trimming of lawns on private property
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
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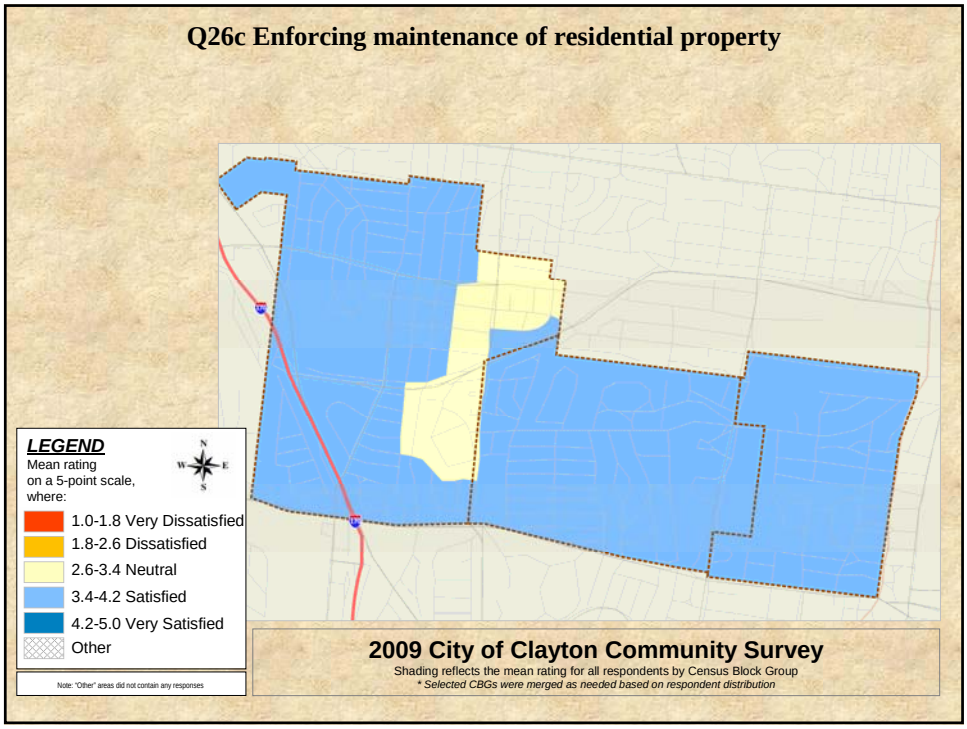
Q26c Enforcing maintenance of residential property
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
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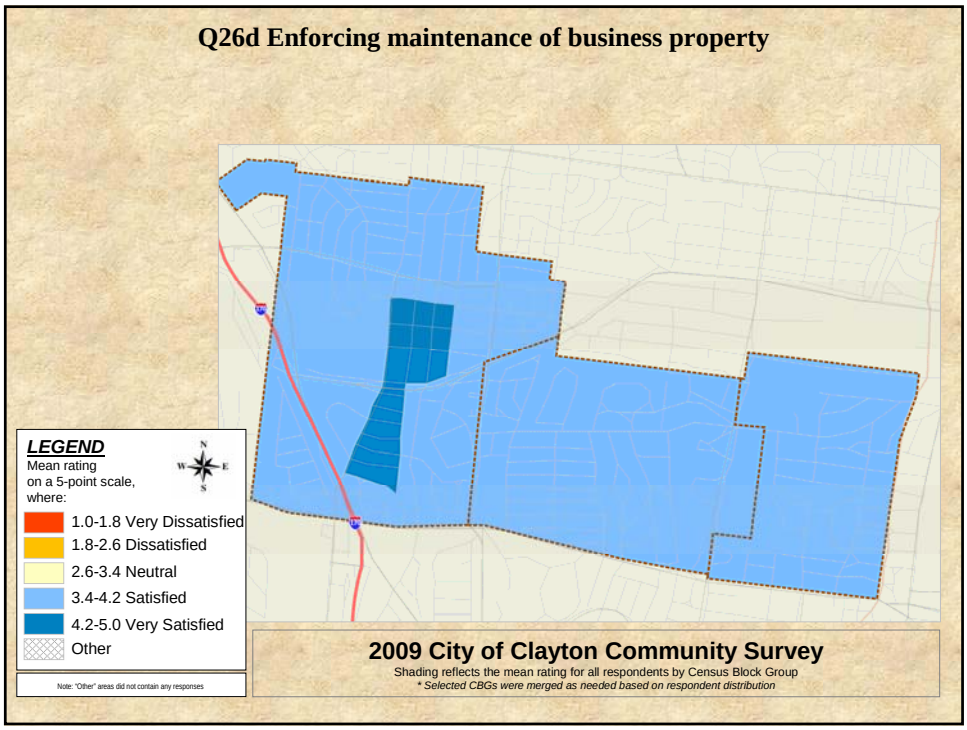
Q26d Enforcing maintenance of business property
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
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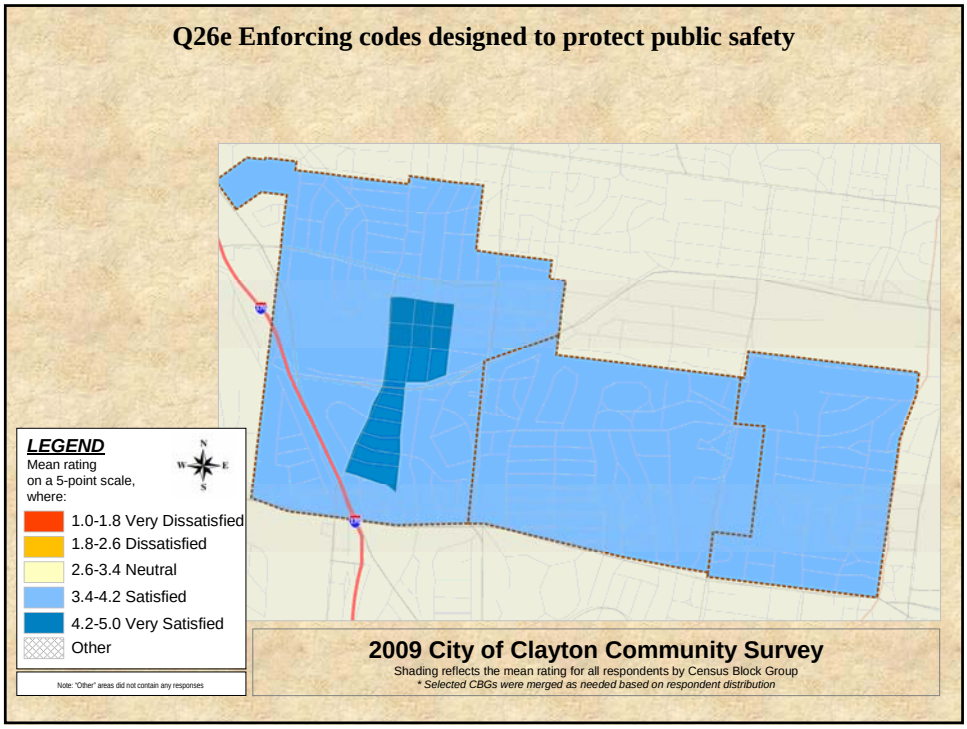
Q26e Enforcing codes designed to protect public safety
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
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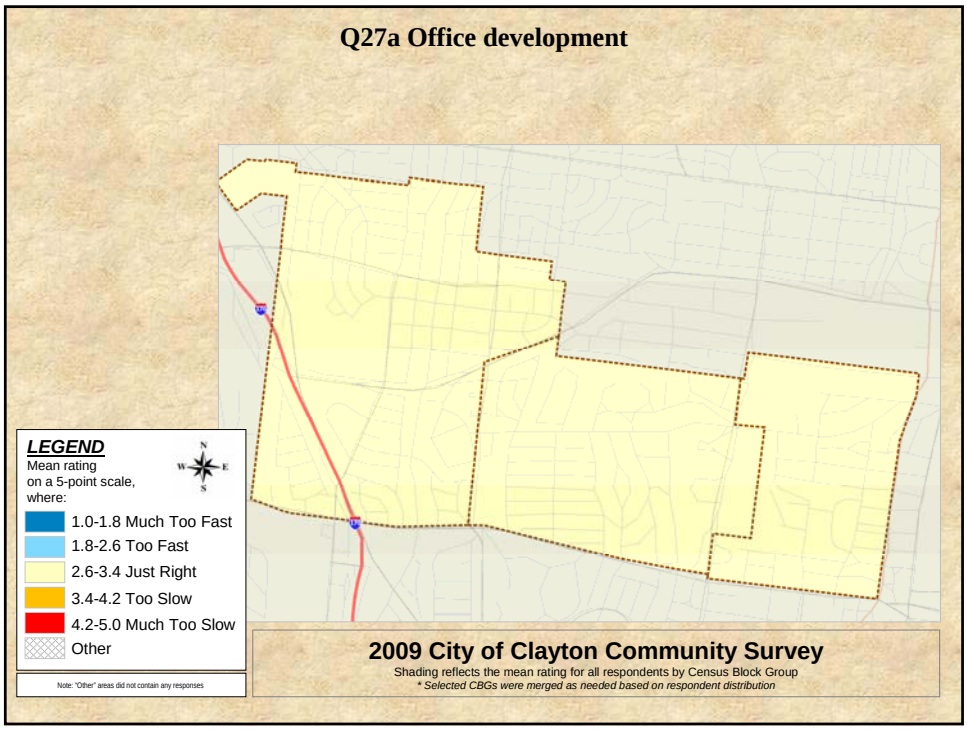
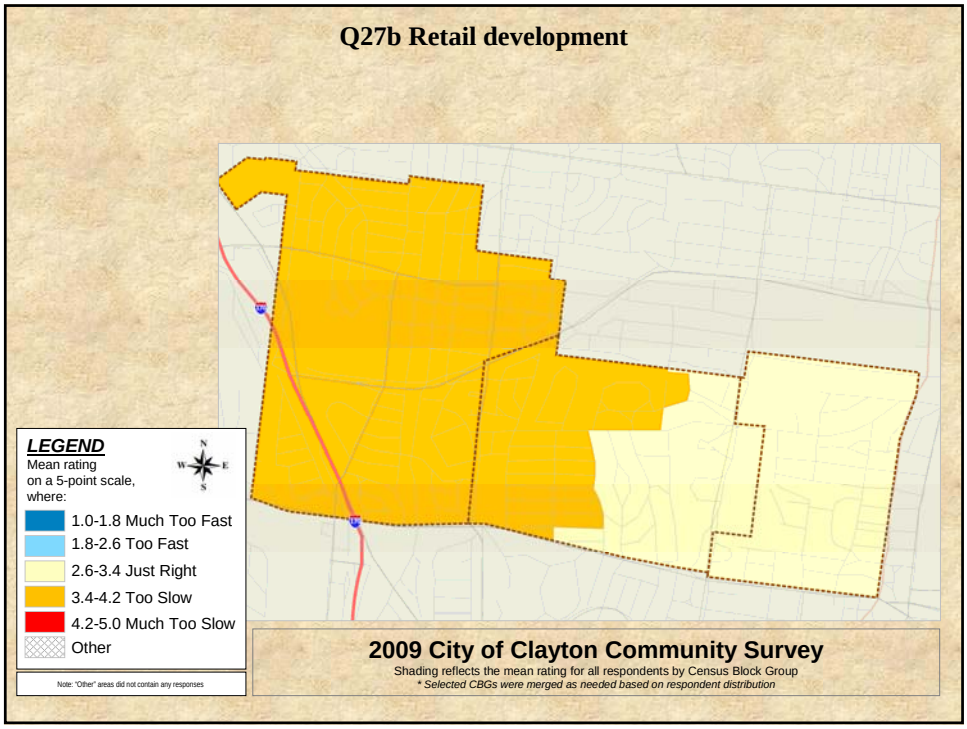
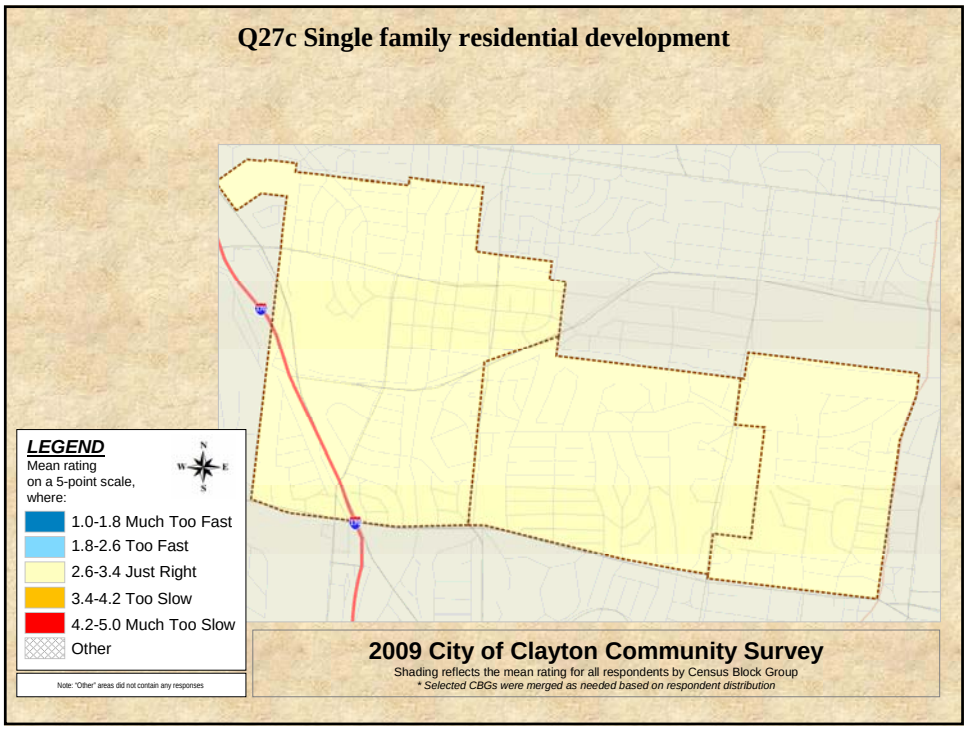

Q27a Office development
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Much Too Fast
1.8-2.6 Too Fast
2.6-3.4 Just Right
3.4-4.2 Too Slow
4.2-5.0 Much Too Slow
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q27b Retail development
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Much Too Fast
1.8-2.6 Too Fast
2.6-3.4 Just Right
3.4-4.2 Too Slow
4.2-5.0 Much Too Slow
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q27c Single family residential development
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Much Too Fast
1.8-2.6 Too Fast
2.6-3.4 Just Right
3.4-4.2 Too Slow
4.2-5.0 Much Too Slow
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
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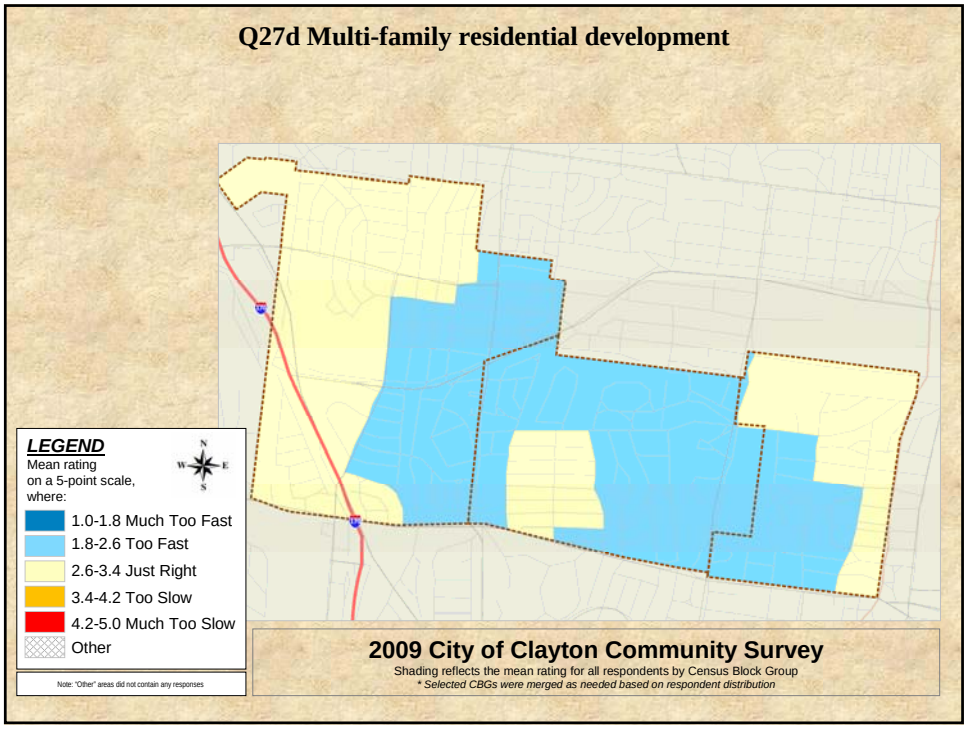
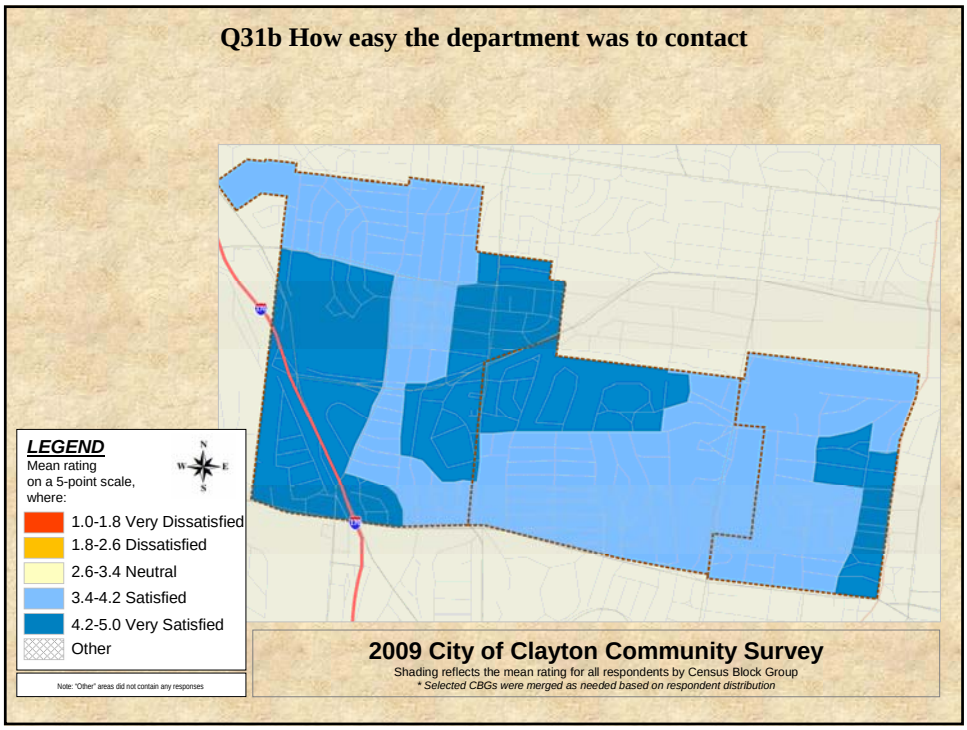
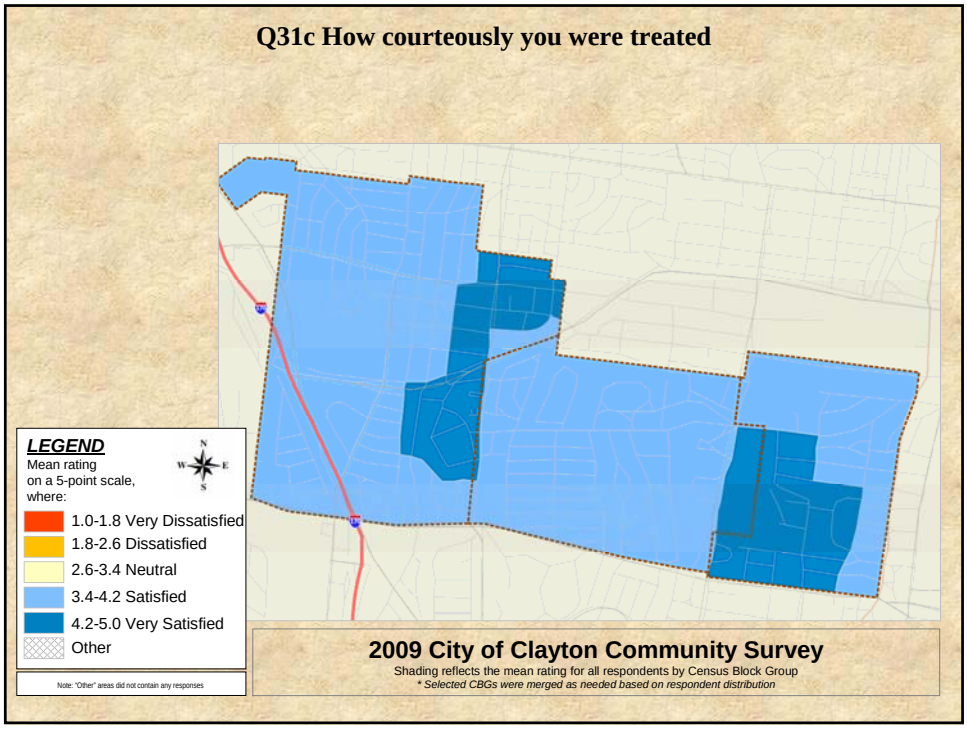
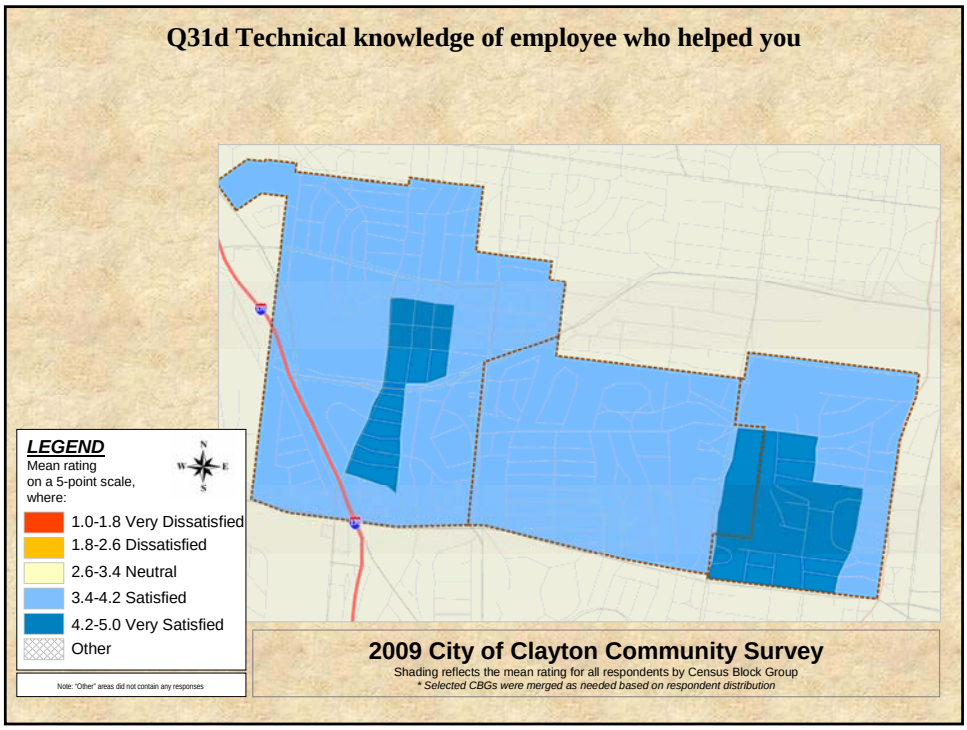

Q27d Multi-family residential development
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Much Too Fast
1.8-2.6 Too Fast
2.6-3.4 Just Right
3.4-4.2 Too Slow
4.2-5.0 Much Too Slow
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q31b How easy the department was to contact
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q31c How courteously you were treated
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q31d Technical knowledge of employee who helped you
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
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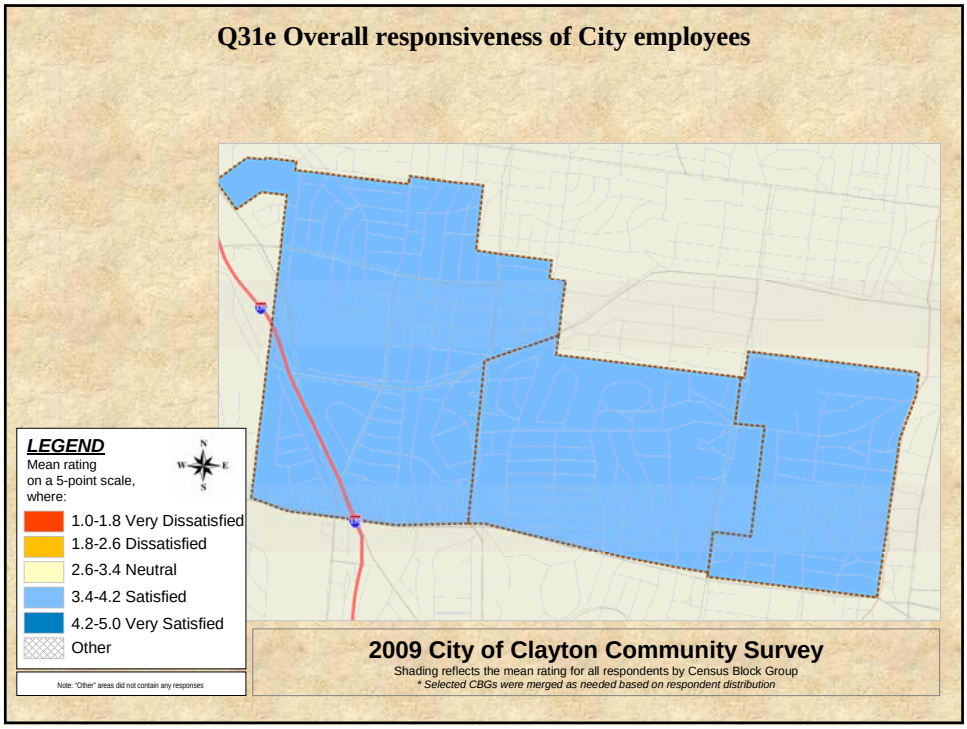
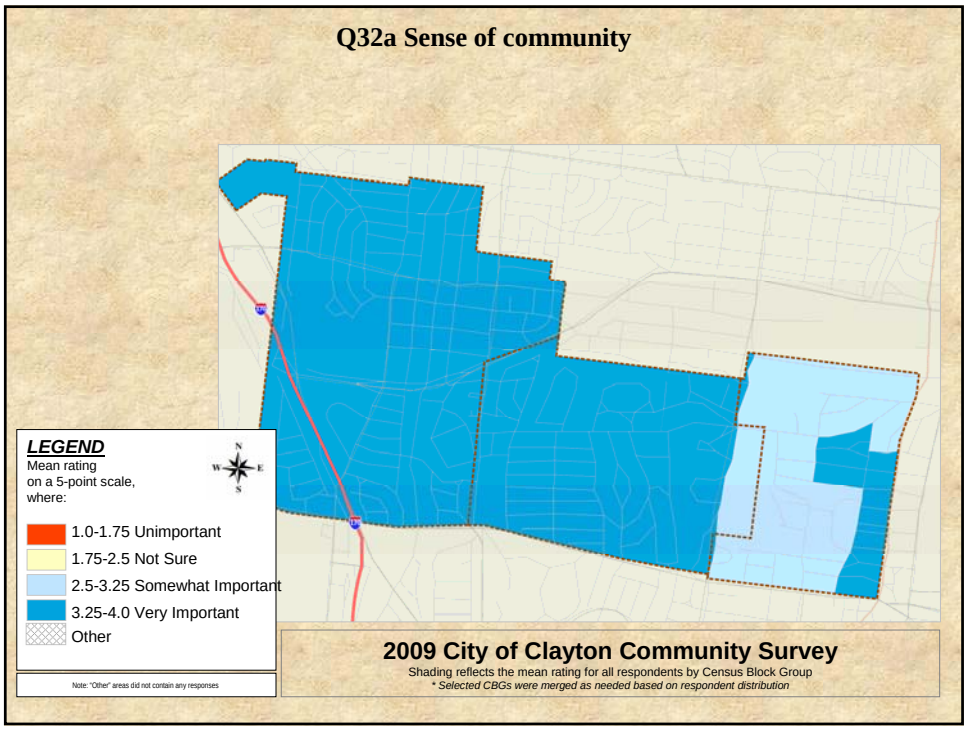
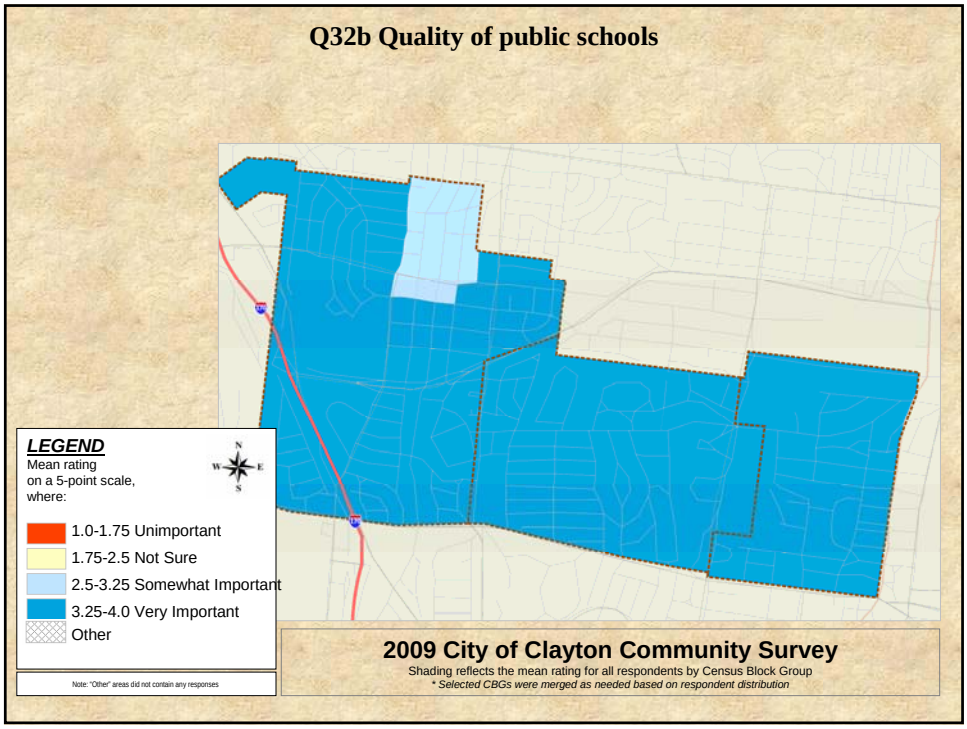
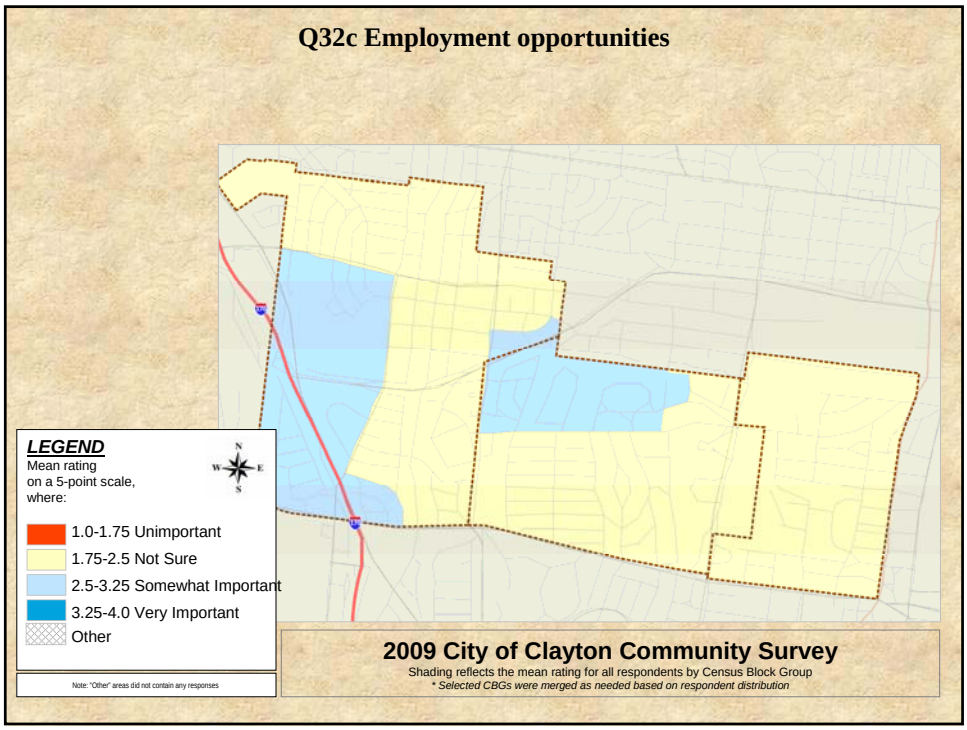
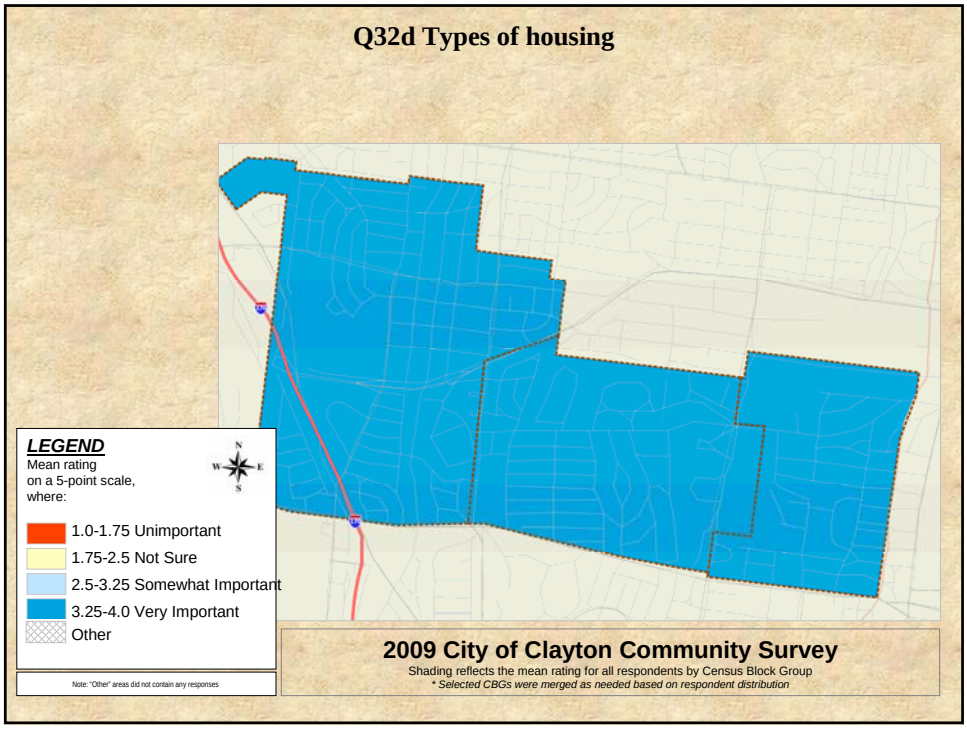
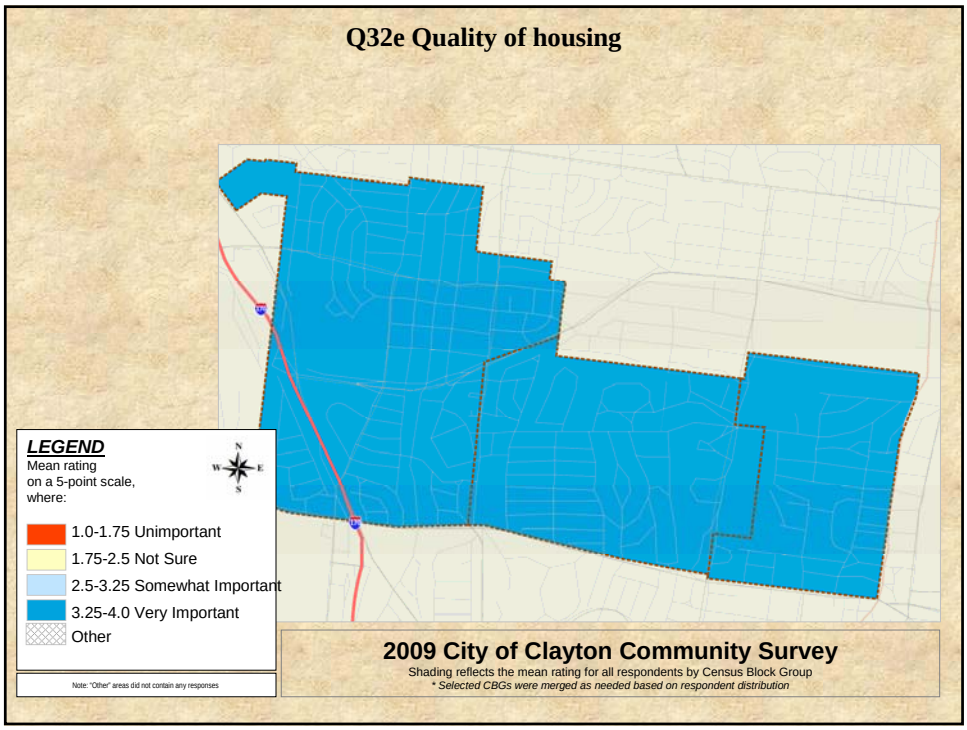

Q31e Overall responsiveness of City employees
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q32a Sense of community
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Unimportant
1.75-2.5 Not Sure
2.5-3.25 Somewhat Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q32b Quality of public schools
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Unimportant
1.75-2.5 Not Sure
2.5-3.25 Somewhat Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q32c Employment opportunities
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Unimportant
1.75-2.5 Not Sure
2.5-3.25 Somewhat Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q32d Types of housing
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Unimportant
1.75-2.5 Not Sure
2.5-3.25 Somewhat Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q32e Quality of housing
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Unimportant
1.75-2.5 Not Sure
2.5-3.25 Somewhat Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
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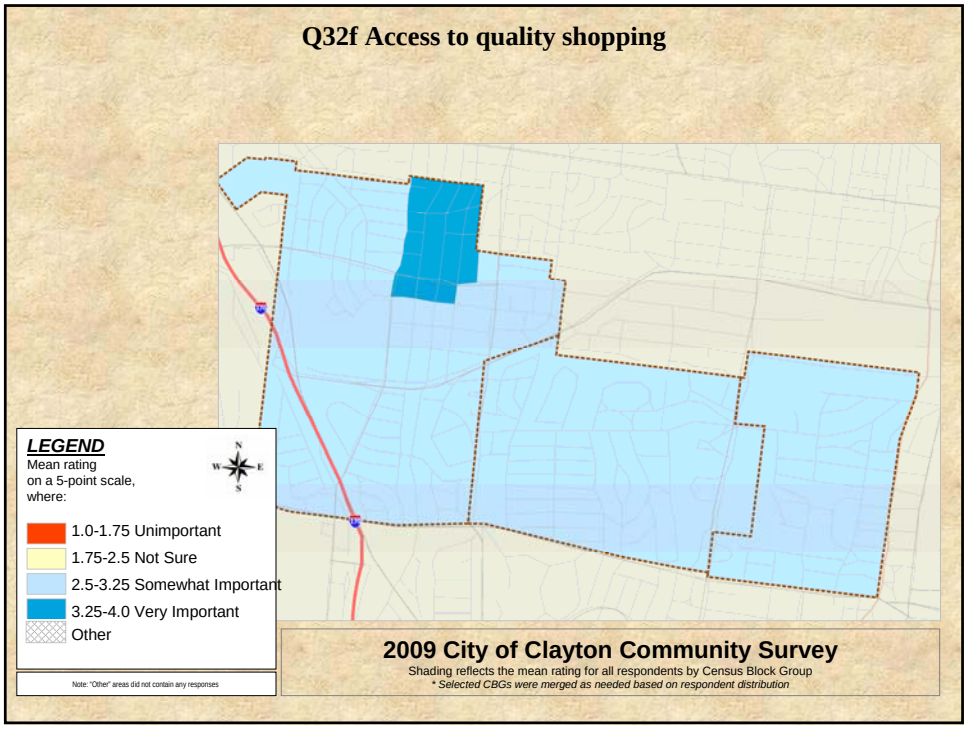
Q32f Access to quality shopping
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Unimportant
1.75-2.5 Not Sure
2.5-3.25 Somewhat Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
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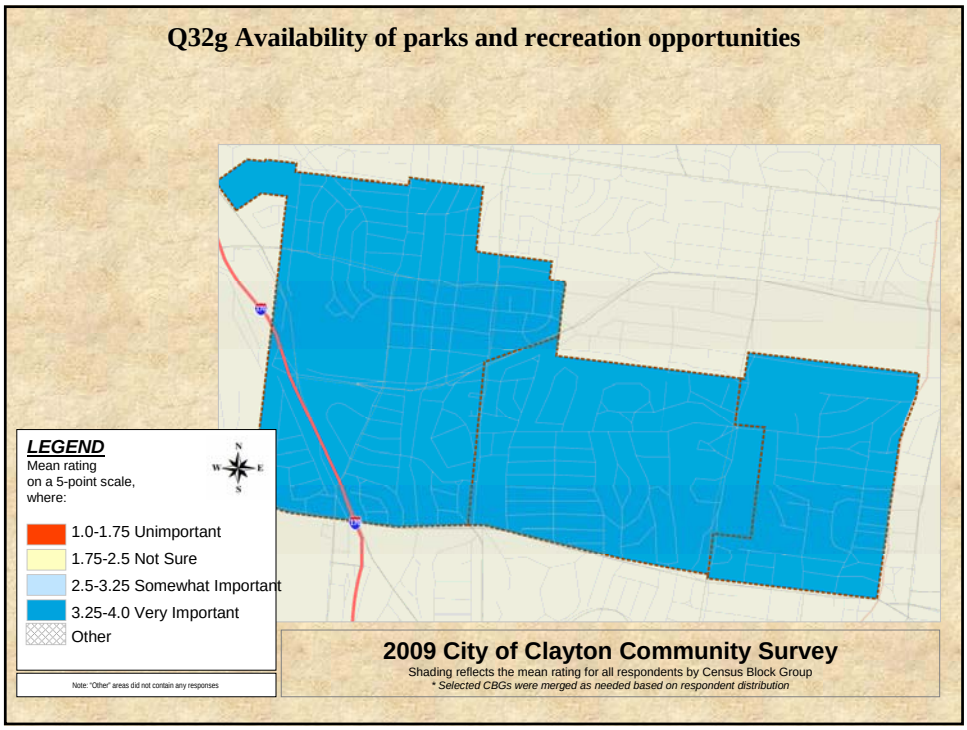
Q32g Availability of parks and recreation opportunities
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Unimportant
1.75-2.5 Not Sure
2.5-3.25 Somewhat Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
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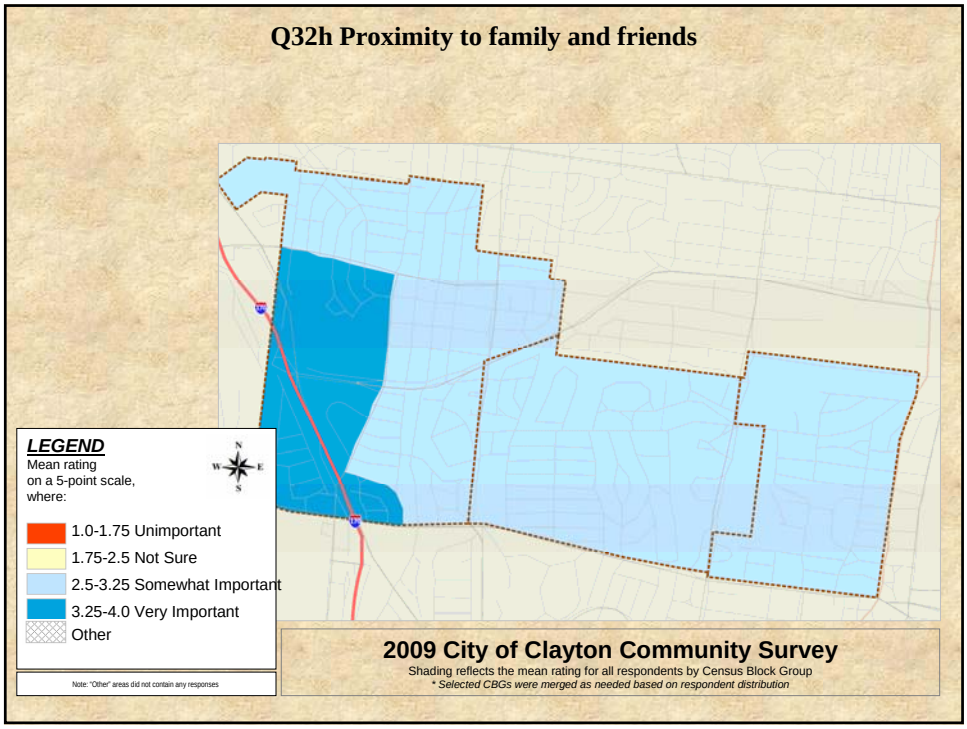
Q32h Proximity to family and friends
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Unimportant
1.75-2.5 Not Sure
2.5-3.25 Somewhat Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
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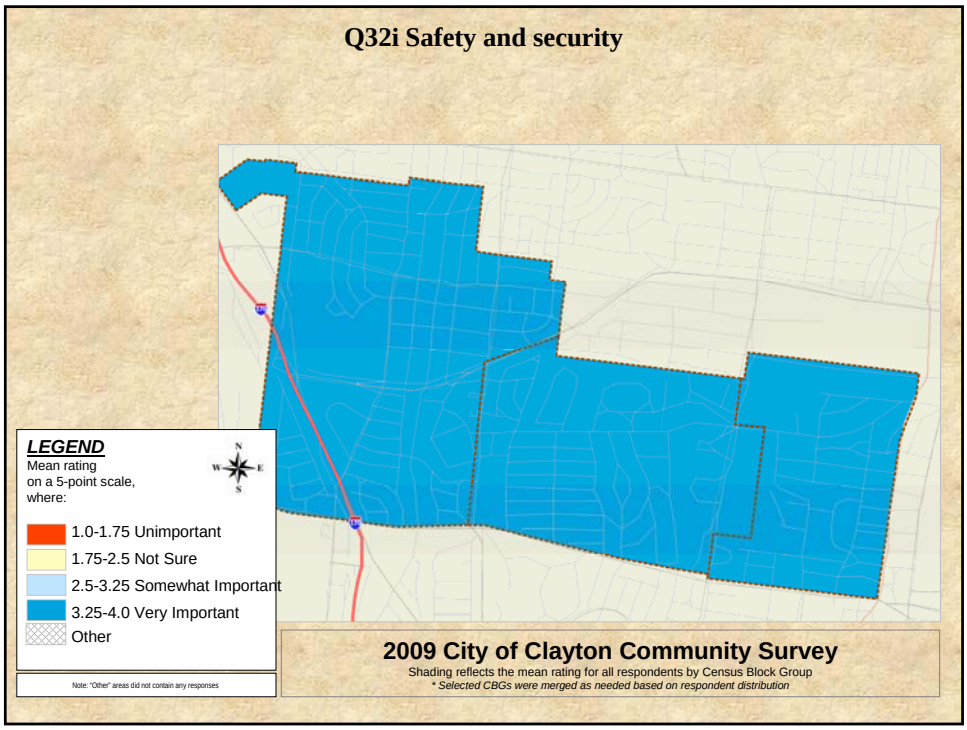
Q32i Safety and security
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Unimportant
1.75-2.5 Not Sure
2.5-3.25 Somewhat Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
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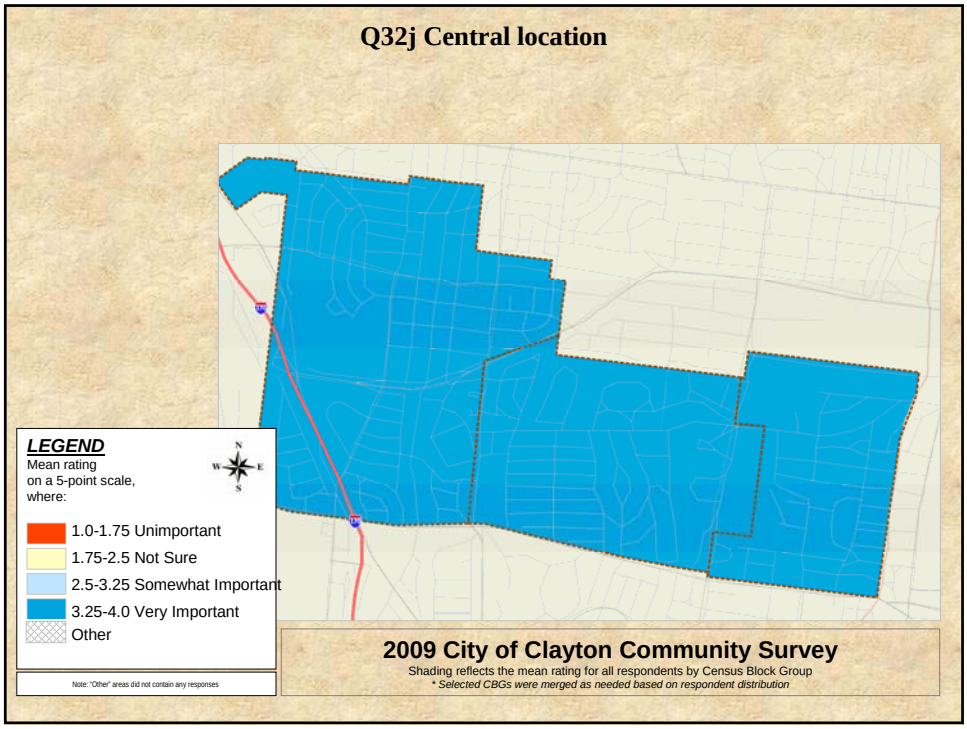
Q32j Central location
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Unimportant
1.75-2.5 Not Sure
2.5-3.25 Somewhat Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
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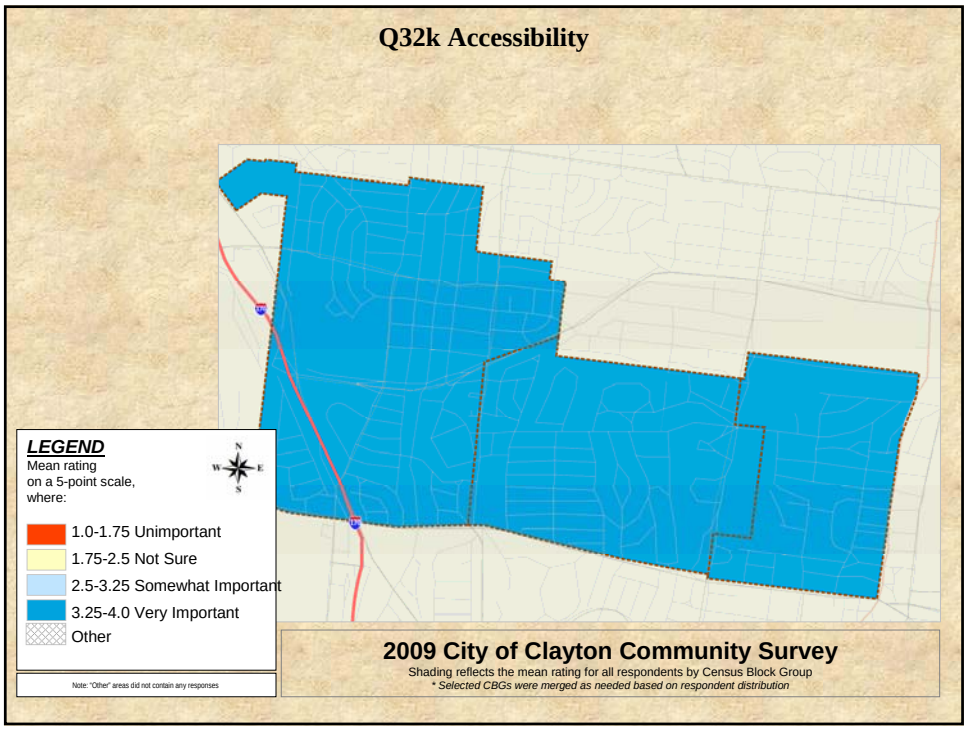
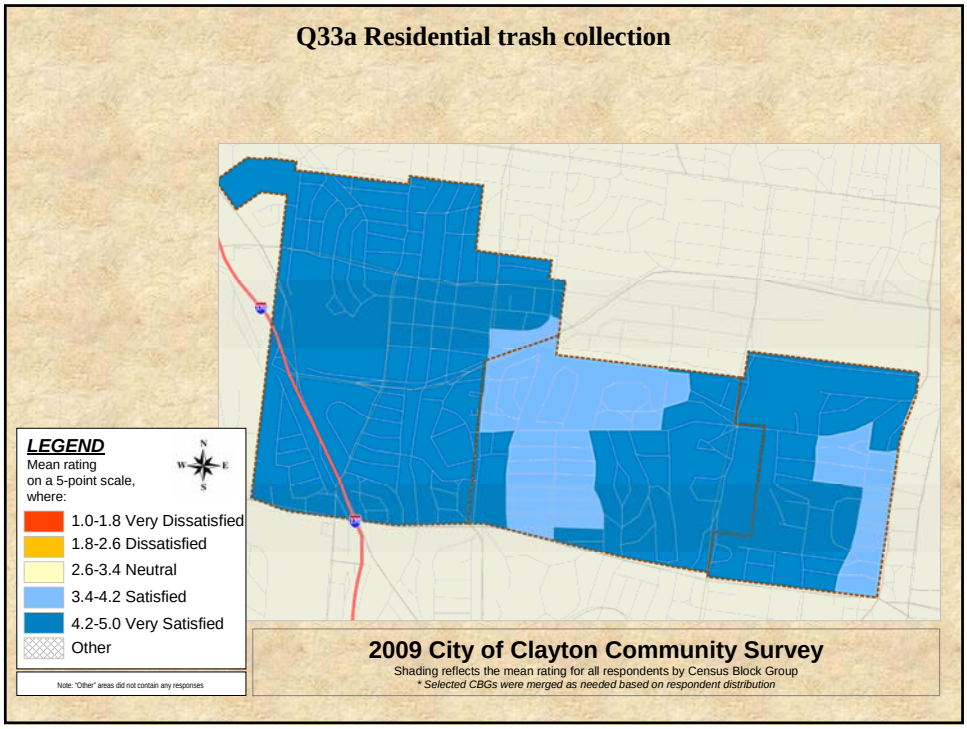
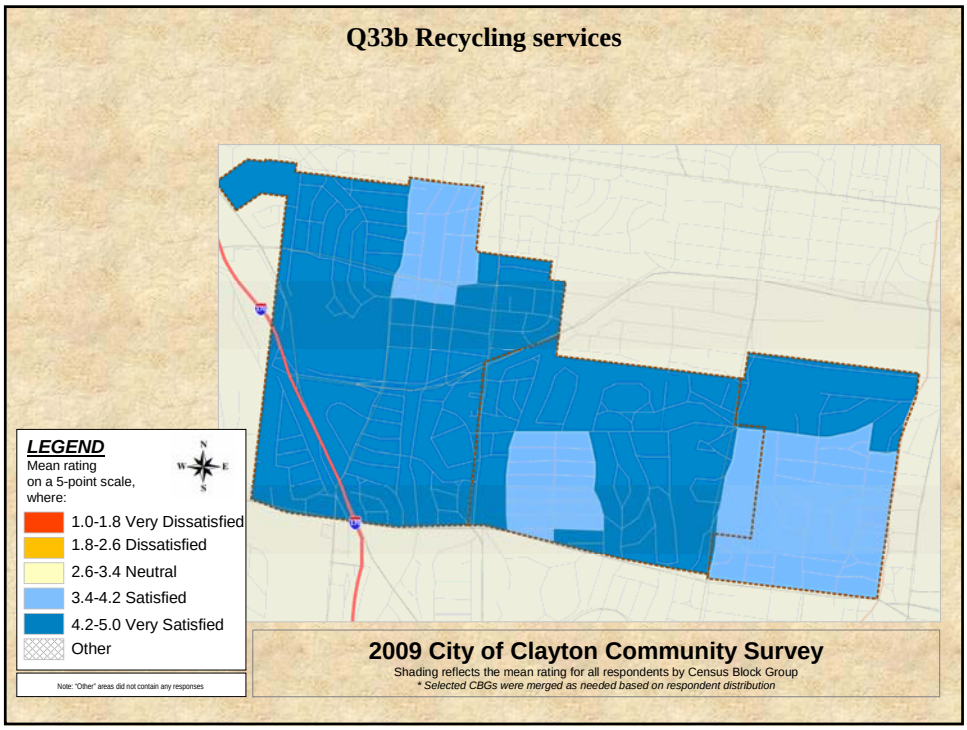
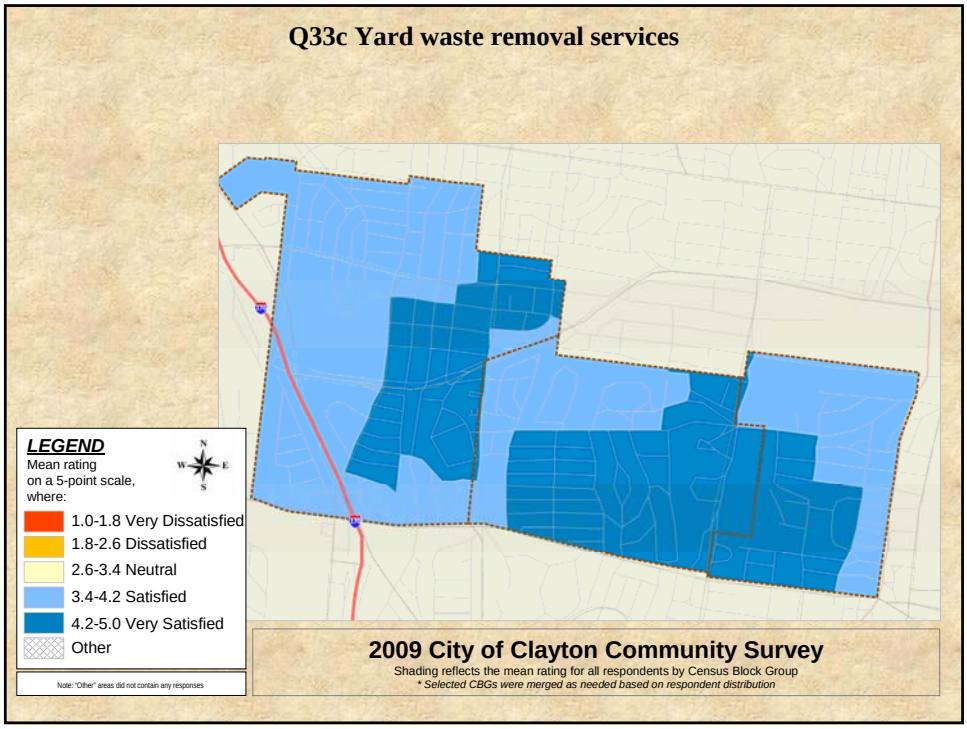
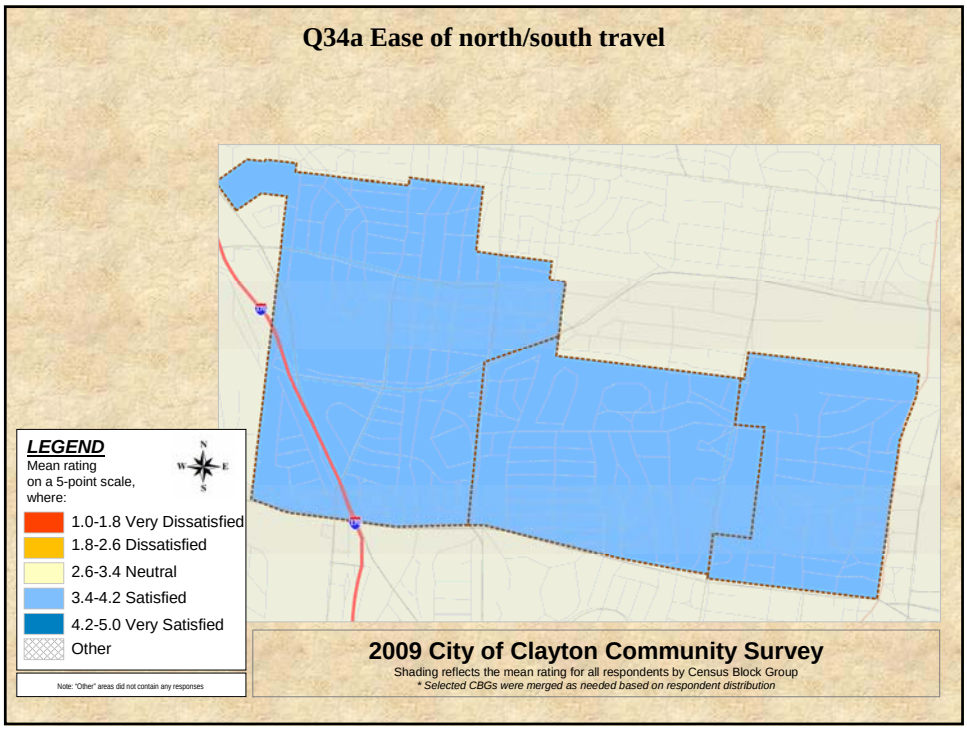
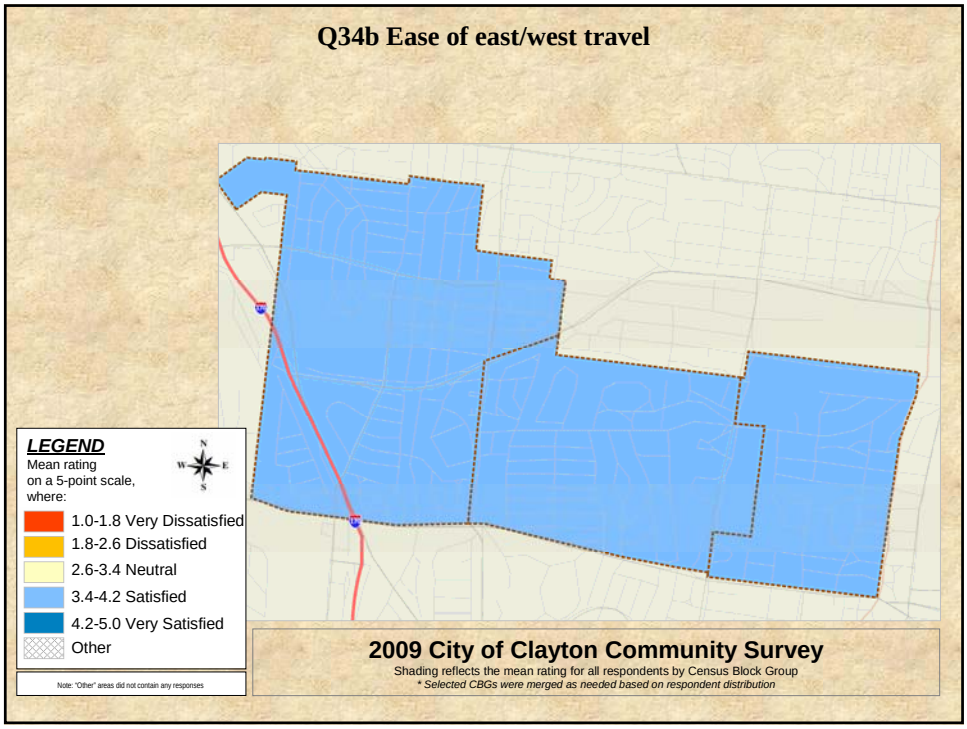

Q32k Accessibility
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.75 Unimportant
1.75-2.5 Not Sure
2.5-3.25 Somewhat Important
3.25-4.0 Very Important
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

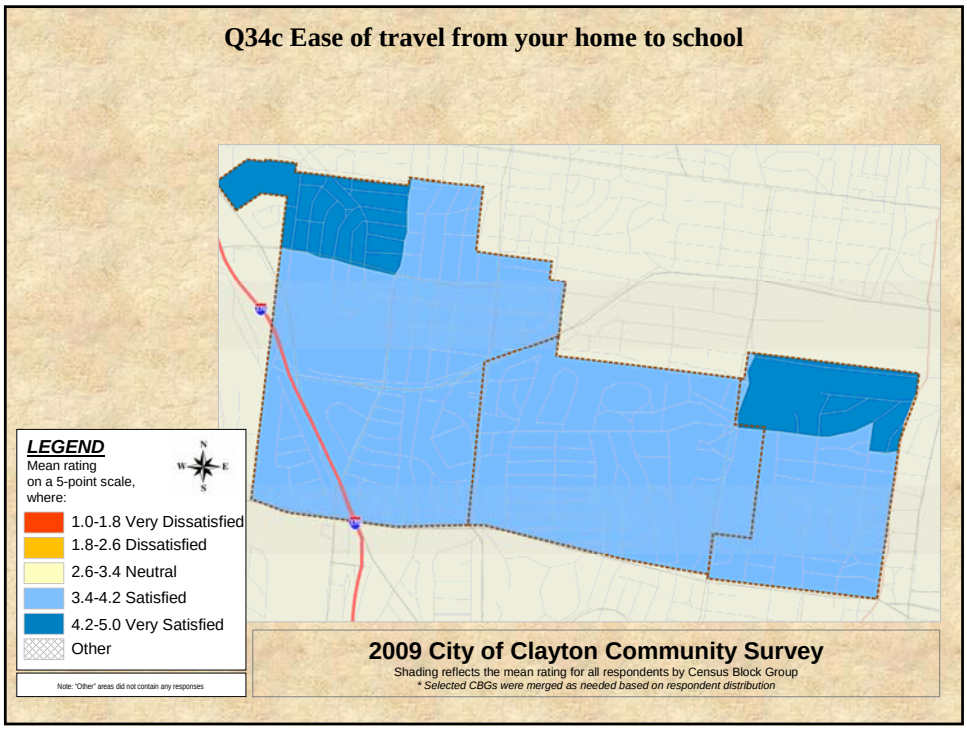

Q33a Residential trash collection
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

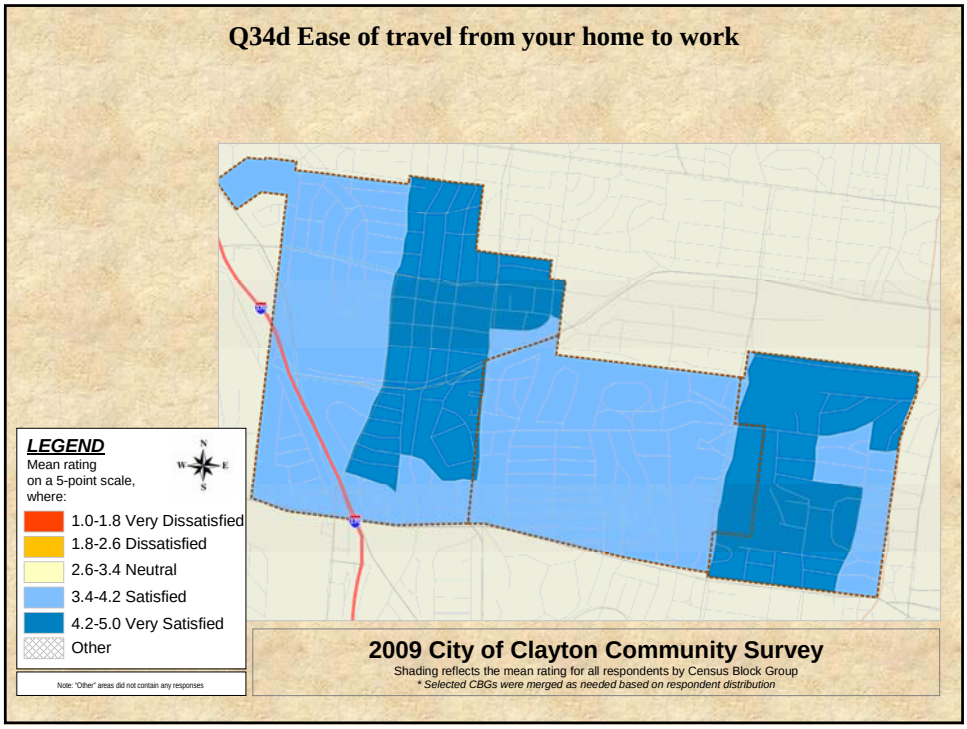

Q33b Recycling services
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

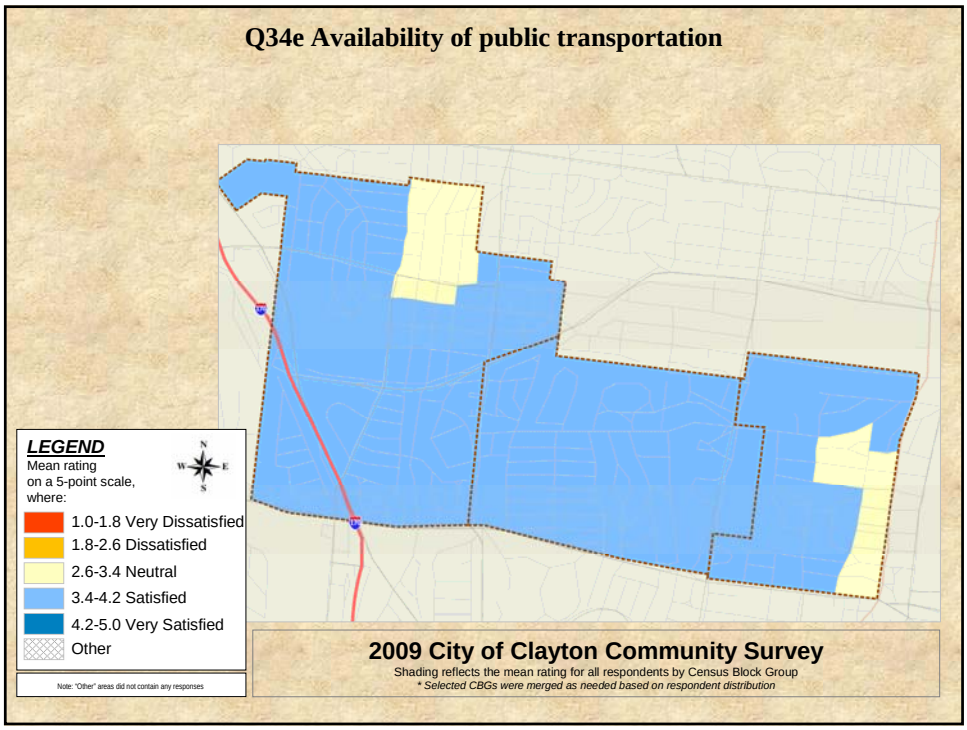

Q33c Yard waste removal services
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

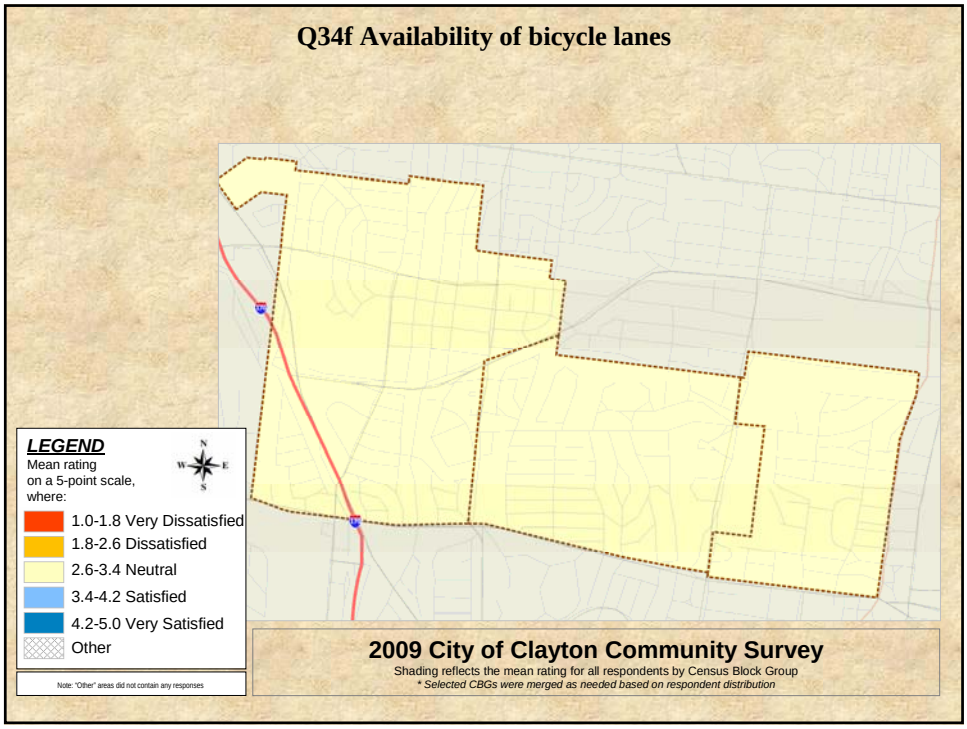

Q34a Ease of north/south travel
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

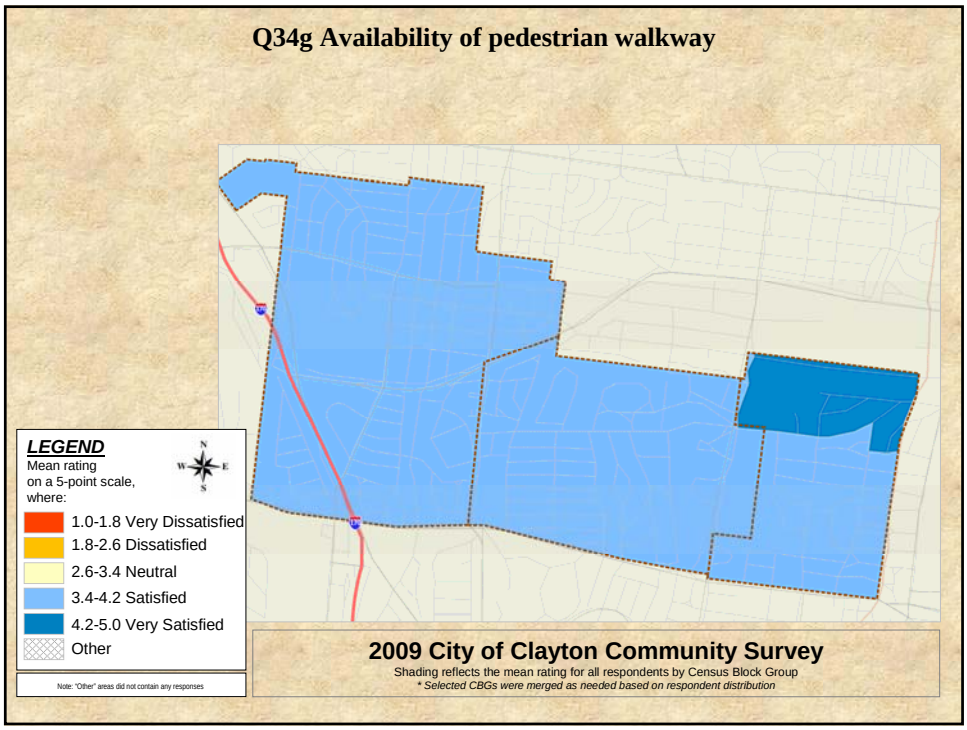

Q34b Ease of east/west travel
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

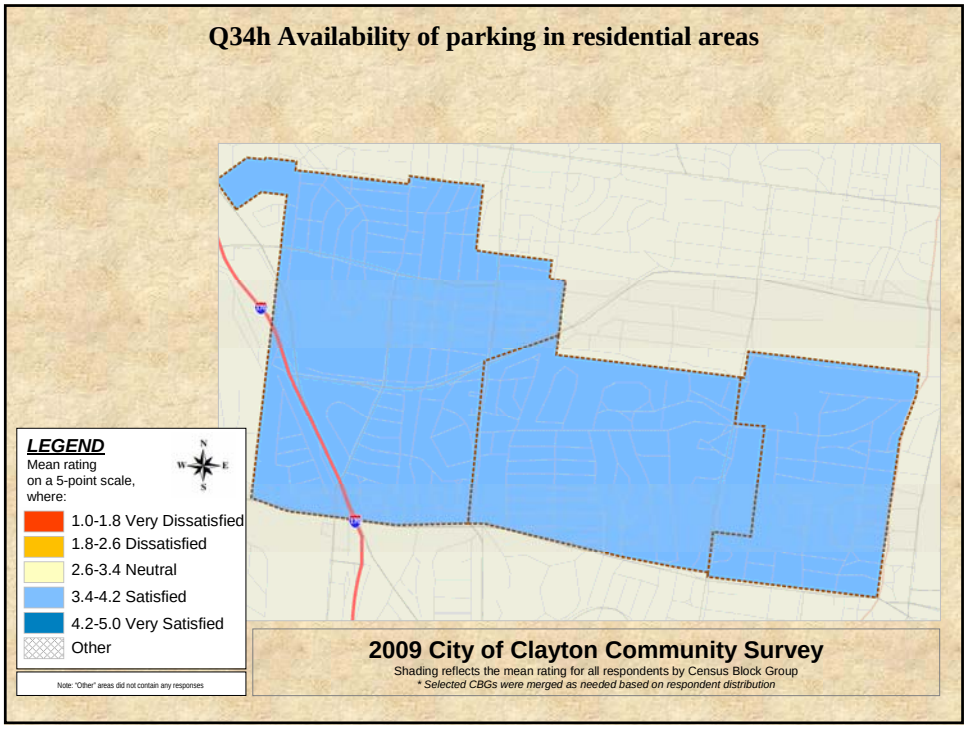

Q34c Ease of travel from your home to school
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

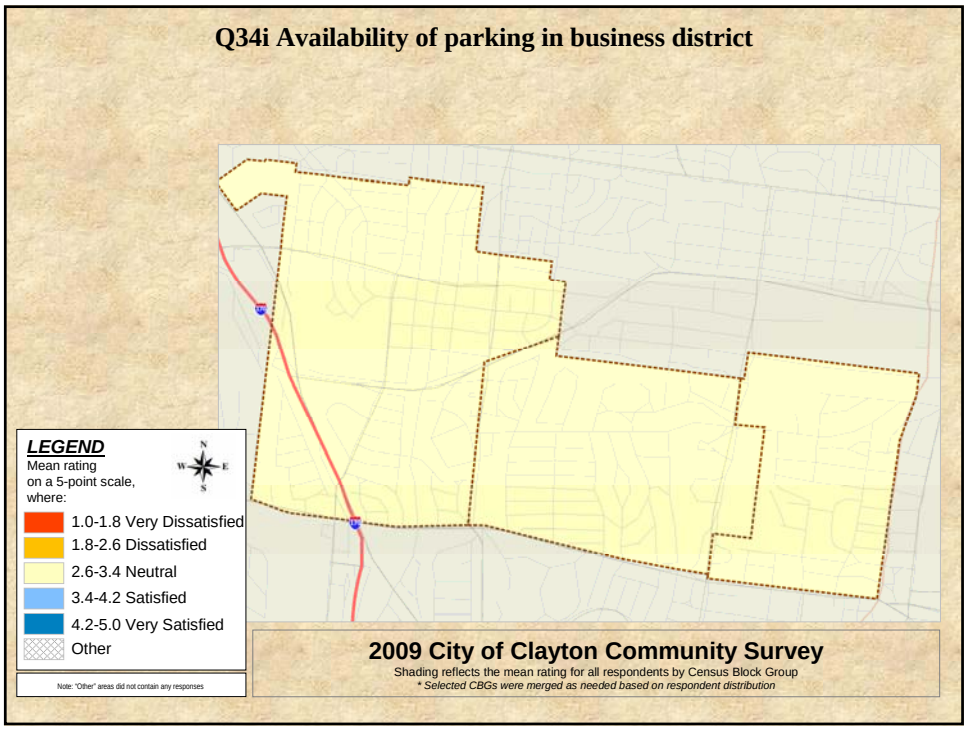

Q34d Ease of travel from your home to work
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q34e Availability of public transportation
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q34f Availability of bicycle lanes
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q34g Availability of pedestrian walkway
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q34h Availability of parking in residential areas
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution


Q34i Availability of parking in business district
LEGEND
Mean rating
on a 5-point scale,
where:
1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
Other
Note: "Other" areas did not contain any responses
2009 City of Clayton Community Survey
Shading reflects the mean rating for all respondents by Census Block Group
* Selected CBGs were merged as needed based on respondent distribution

Section 5:
Tabular Data

Q1. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your overall satisfaction with each of the services listed below.

(N=538)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1a. Quality of public safety services	57.4%	29.9%	3.7%	0.6%	0.0%	8.4%
Q1b. Quality of City parks and recreation programs & facilities	55.0%	40.0%	3.2%	0.2%	0.0%	1.7%
Q1c. Maintenance of City streets	39.4%	45.5%	10.4%	2.6%	0.6%	1.5%
Q1d. Maintenance of City buildings & facilities	38.3%	43.1%	7.1%	0.0%	0.2%	11.3%
Q1e. Enforcement of City codes & ordinances	23.4%	35.7%	16.0%	5.9%	3.0%	16.0%
Q1f. Quality of customer service from City employees	28.4%	41.8%	14.1%	3.3%	1.3%	11.0%
Q1g. Effectiveness of City communication with citizens	36.8%	39.2%	16.7%	2.8%	1.1%	3.3%
Q1h. Quality of City's storm water management system	18.8%	34.4%	17.8%	8.4%	3.2%	17.5%
Q1i. City's management of traffic flow & congestion	16.7%	43.9%	24.9%	10.2%	1.9%	2.4%

Q1. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your overall satisfaction with each of the services listed below. (excluding "don't know")

(N=538)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1a. Quality of public safety services	62.7%	32.7%	4.1%	0.6%	0.0%
Q1b. Quality of City parks and recreation programs & facilities	56.0%	40.6%	3.2%	0.2%	0.0%
Q1c. Maintenance of City streets	40.0%	46.2%	10.6%	2.6%	0.6%
Q1d. Maintenance of City buildings & facilities	43.2%	48.6%	8.0%	0.0%	0.2%
Q1e. Enforcement of City codes & ordinances	27.9%	42.5%	19.0%	7.1%	3.5%
Q1f. Quality of customer service from City employees	31.9%	47.0%	15.9%	3.8%	1.5%
Q1g. Effectiveness of City communication with citizens	38.1%	40.6%	17.3%	2.9%	1.2%
Q1h. Quality of City's storm water management system	22.7%	41.7%	21.6%	10.1%	3.8%
Q1i. City's management of traffic flow & congestion	17.1%	45.0%	25.5%	10.5%	1.9%

Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO years?

Q2. Top choice	Number	Percent
A=Public safety	119	22.1 %
B=Parks & recreation programs	39	7.2 %
C=City streets	57	10.6 %
D=City buildings & housing	3	0.6 %
E=Enforcement of City codes	32	5.9 %
F=Customer service	23	4.3 %
G=Communication between City & citizens	21	3.9 %
H=Storm water management	54	10.0 %
I=Traffic flow	133	24.7 %
Z=None chosen	57	10.6 %
Total	538	100.0 %

Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO years?

Q2. 2nd choice	Number	Percent
A=Public safety	41	7.6 %
B=Parks & recreation programs	62	11.5 %
C=City streets	84	15.6 %
D=City buildings & housing	19	3.5 %
E=Enforcement of City codes	48	8.9 %
F=Customer service	26	4.8 %
G=Communication between City & citizens	34	6.3 %
H=Storm water management	60	11.2 %
I=Traffic flow	74	13.8 %
Z=None chosen	90	16.7 %
Total	538	100.0 %

Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO years?

Q2. 3rd choice	Number	Percent
A=Public safety	49	9.1 %
B=Parks & recreation programs	59	11.0 %
C=City streets	68	12.6 %
D=City buildings & housing	21	3.9 %
E=Enforcement of City codes	34	6.3 %
F=Customer service	25	4.6 %
G=Communication between City & citizens	32	5.9 %
H=Storm water management	40	7.4 %
I=Traffic flow	87	16.2 %
Z=None chosen	123	22.9 %
Total	538	100.0 %

Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO years? (Top 3)

Q2. Top choice	Number	Percent
A = Public safety	209	38.8 %
B = Parks & recreation programs	160	29.7 %
C = City streets	209	38.8 %
D = City buildings & housing	43	8.0 %
E = Enforcement of City codes	114	21.2 %
F = Customer service	74	13.8 %
G = Communication between City & citizens	87	16.2 %
H = Storm water management	154	28.6 %
I = Traffic flow	294	54.6 %
Z = None chosen	57	10.6 %
Total	1401	

Q3. Please rate your overall satisfaction with each item on a scale of 1 to 5 where 5 means "excellent" and 1 means "poor."

(N=538)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3a. Quality of services by the City	48.0%	43.9%	4.8%	0.2%	0.2%	3.0%
Q3b. Value receive for City tax dollars & fees	28.6%	46.1%	17.5%	2.8%	1.3%	3.7%
Q3c. Image of the City	60.8%	33.3%	4.1%	0.7%	0.0%	1.1%
Q3d. City's planning & managing redevelopment	18.0%	41.1%	22.3%	9.1%	3.5%	5.9%
Q3e. Quality of life in the City	57.2%	38.1%	3.3%	0.2%	0.0%	1.1%
Q3f. Feeling of safety in the City	58.4%	35.1%	4.5%	1.1%	0.2%	0.7%
Q3g. New development in the City	26.4%	42.6%	19.1%	6.7%	1.7%	3.5%
Q3h. Appeal as a place to retire	28.1%	34.9%	21.2%	4.1%	2.2%	9.5%
Q3i. Appearance of the City	45.4%	46.3%	6.9%	0.7%	0.2%	0.6%

Q3. Please rate your overall satisfaction with each item on a scale of 1 to 5 where 5 means "excellent" and 1 means "poor." (excluding "don't know")

(N=538)

	Excellent	Good	Neutral	Below average	Poor
Q3a. Quality of services by the City	49.4%	45.2%	5.0%	0.2%	0.2%
Q3b. Value receive for City tax dollars & fees	29.7%	47.9%	18.1%	2.9%	1.4%
Q3c. Image of the City	61.5%	33.6%	4.1%	0.8%	0.0%
Q3d. City's planning & managing redevelopment	19.2%	43.7%	23.7%	9.7%	3.8%
Q3e. Quality of life in the City	57.9%	38.5%	3.4%	0.2%	0.0%
Q3f. Feeling of safety in the City	58.8%	35.4%	4.5%	1.1%	0.2%
Q3g. New development in the City	27.4%	44.1%	19.8%	6.9%	1.7%
Q3h. Appeal as a place to retire	31.0%	38.6%	23.4%	4.5%	2.5%
Q3i. Appearance of the City	45.6%	46.5%	6.9%	0.7%	0.2%

Q4. For each of the Public Safety items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=538)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4a. Visibility of police in neighborhoods	36.4%	44.1%	13.4%	3.7%	0.6%	1.9%
Q4b. Visibility of police in retail areas	20.1%	44.1%	22.9%	2.6%	0.6%	9.9%
Q4c. City's efforts to prevent crimes	28.4%	43.7%	13.2%	2.0%	0.2%	12.5%
Q4d. Quick responses to emergencies by police	43.7%	24.0%	7.8%	0.4%	0.0%	24.2%
Q4e. Competency of Clayton Police Dept	40.7%	34.4%	6.1%	0.7%	0.6%	17.5%
Q4f. Attitude & behavior of police to citizens	42.6%	31.6%	9.1%	2.0%	0.9%	13.8%
Q4g. Enforcement of local traffic laws	26.6%	43.3%	15.2%	3.3%	1.3%	10.2%
Q4h. Quality of Clayton fire protection	38.3%	30.3%	5.6%	0.0%	0.0%	25.8%
Q4i. Quality of Clayton EMS	34.6%	24.3%	5.9%	0.0%	0.0%	35.1%
Q4j. City's efforts to prevent fires & provide fire safety education	23.0%	24.0%	13.8%	0.2%	0.0%	39.0%
Q4k. Quick responses by Fire Dept	36.8%	19.9%	5.8%	0.0%	0.0%	37.5%
Q4l. Quick responses by EMS	33.8%	18.8%	5.8%	0.0%	0.2%	41.4%
Q4m. Competency of Fire Dept & EMS	37.2%	24.5%	5.0%	0.0%	0.0%	33.3%
Q4n. City's municipal court	13.0%	17.5%	15.2%	1.1%	0.6%	52.6%

Q4. For each of the Public Safety items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding "don't know")

(N=538)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4a. Visibility of police in neighborhoods	37.1%	44.9%	13.6%	3.8%	0.6%
Q4b. Visibility of police in retail areas	22.3%	48.9%	25.4%	2.9%	0.6%
Q4c. City's efforts to prevent crimes	32.5%	49.9%	15.1%	2.3%	0.2%
Q4d. Quick responses to emergencies by police	57.6%	31.6%	10.3%	0.5%	0.0%
Q4e. Competency of Clayton Police Dept	49.3%	41.7%	7.4%	0.9%	0.7%
Q4f. Attitude & behavior of police to citizens	49.4%	36.6%	10.6%	2.4%	1.1%
Q4g. Enforcement of local traffic laws	29.6%	48.2%	17.0%	3.7%	1.4%
Q4h. Quality of Clayton fire protection	51.6%	40.9%	7.5%	0.0%	0.0%
Q4i. Quality of Clayton EMS	53.3%	37.5%	9.2%	0.0%	0.0%
Q4j. City's efforts to prevent fires & provide fire safety education	37.8%	39.3%	22.6%	0.3%	0.0%
Q4k. Quick responses by Fire Dept	58.9%	31.8%	9.2%	0.0%	0.0%
Q4l. Quick responses by EMS	57.8%	32.1%	9.8%	0.0%	0.3%
Q4m. Competency of Fire Dept & EMS	55.7%	36.8%	7.5%	0.0%	0.0%
Q4n. City's municipal court	27.5%	36.9%	32.2%	2.4%	1.2%

Q5. Which THREE of the Public Safety items listed above would you recommend receive the most emphasis from City leaders over the next TWO years?

Q5. Top choice	Number	Percent
A=Police in neighborhoods	103	19.1 %
B=Police in retail areas	26	4.8 %
C=Crime prevention	100	18.6 %
D=Police responses to emergency	15	2.8 %
E=Police competency	42	7.8 %
F=Police attitude & behavior	25	4.6 %
G=Traffic law enforcement	36	6.7 %
H=Fire protection	6	1.1 %
I=Clayton EMS	4	0.7 %
J=Fire prevention & safety education	4	0.7 %
K=Fire Dept responses	5	0.9 %
L=Ambulance responses	7	1.3 %
M=Fire Dept competency	9	1.7 %
N=Municipal court	13	2.4 %
Z=None chosen	143	26.6 %
Total	538	100.0 %

Q5. Which THREE of the Public Safety items listed above would you recommend receive the most emphasis from City leaders over the next TWO years?

Q5. 2nd choice	Number	Percent
A=Police in neighborhoods	46	8.6 %
B=Police in retail areas	53	9.9 %
C=Crime prevention	60	11.2 %
D=Police responses to emergency	16	3.0 %
E=Police competency	18	3.3 %
F=Police attitude & behavior	20	3.7 %
G=Traffic law enforcement	22	4.1 %
H=Fire protection	34	6.3 %
I=Clayton EMS	17	3.2 %
J=Fire prevention & safety education	20	3.7 %
K=Fire Dept responses	13	2.4 %
L=Ambulance responses	14	2.6 %
M=Fire Dept competency	28	5.2 %
N=Municipal court	8	1.5 %
Z=None chosen	169	31.4 %
Total	538	100.0 %

Q5. Which THREE of the Public Safety items listed above would you recommend receive the most emphasis from City leaders over the next TWO years?

Q5. 3rd choice	Number	Percent
A=Police in neighborhoods	35	6.5 %
B=Police in retail areas	29	5.4 %
C=Crime prevention	40	7.4 %
D=Police responses to emergency	20	3.7 %
E=Police competency	21	3.9 %
F=Police attitude & behavior	14	2.6 %
G=Traffic law enforcement	28	5.2 %
H=Fire protection	18	3.3 %
I=Clayton EMS	26	4.8 %
J=Fire prevention & safety education	14	2.6 %
K=Fire Dept responses	22	4.1 %
L=Ambulance responses	18	3.3 %
M=Fire Dept competency	20	3.7 %
N=Municipal court	26	4.8 %
Z=None chosen	207	38.5 %
Total	538	100.0 %

Q5. Which THREE of the Public Safety items listed above would you recommend receive the most emphasis from City leaders over the next TWO years? (Top 3)

Q5. Top choice	Number	Percent
A = Police in neighborhoods	184	34.2 %
B = Police in retail areas	108	20.1 %
C = Crime prevention	200	37.2 %
D = Police responses to emergency	51	9.5 %
E = Police competency	81	15.1 %
F = Police attitude & behavior	59	11.0 %
G = Traffic law enforcement	86	16.0 %
H = Fire protection	58	10.8 %
I = Clayton EMS	47	8.7 %
J = Fire prevention & safety education	38	7.1 %
K = Fire Dept responses	40	7.4 %
L = Ambulance responses	39	7.2 %
M = Fire Dept competency	57	10.6 %
N = Municipal court	47	8.7 %
Z = None chosen	143	26.6 %
Total	1238	

Q6. Using a scale of 1 to 4 where 4 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:

(N=538)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Q6a. Walking alone in neighborhood in general	87.4%	11.2%	0.7%	0.0%	0.7%
Q6b. Walking alone in neighborhood after dark	49.8%	40.5%	7.4%	0.4%	1.9%
Q6c. Walking alone in neighborhood during day	92.8%	5.9%	0.6%	0.0%	0.7%
Q6d. Walking alone in business area after dark	44.4%	43.3%	7.8%	0.9%	3.5%
Q6e. Walking alone in business area during day	90.3%	7.8%	0.6%	0.2%	1.1%

Q6. Using a scale of 1 to 4 where 4 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations: (excluding "don't know")

(N=538)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q6a. Walking alone in neighborhood in general	88.0%	11.2%	0.7%	0.0%
Q6b. Walking alone in neighborhood after dark	50.8%	41.3%	7.6%	0.4%
Q6c. Walking alone in neighborhood during day	93.4%	6.0%	0.6%	0.0%
Q6d. Walking alone in business area after dark	46.1%	44.9%	8.1%	1.0%
Q6e. Walking alone in business area during day	91.4%	7.9%	0.6%	0.2%

Q7. During the past 12 months, were you or anyone in your household the victim of any crimes in Clayton?

Q7. Victim of any crime in Clayton	Number	Percent
Yes	49	9.1 %
No	482	89.6 %
Don't know	7	1.3 %
Total	538	100.0 %

Q7a. If Yes to Q7, did you report all of these crimes to the police?

Q7a. Reported crime to police	Number	Percent
Yes	39	79.6 %
No	8	16.3 %
Don't Know	2	4.1 %
Total	49	100.0 %

Q8. During the past 12 months, have you had ANY contact with the Police Department?

Q8. Contacted the Police Department	Number	Percent
Yes	261	48.5 %
No	275	51.1 %
Don't Know	2	0.4 %
Total	538	100.0 %

Q8a. If Yes to Q8, how would you rate the contact?

Q8a. Rate the contact	Number	Percent
Excellent	159	60.9 %
Good	70	26.8 %
Fair	20	7.7 %
Poor	10	3.8 %
Don't know	2	0.8 %
Total	261	100.0 %

Q9. During the past 12 months, have you had ANY contact with the Fire Department in Clayton?

Q9. Contacted the Fire Department	Number	Percent
Yes	91	16.9 %
No	446	82.9 %
Don't know	1	0.2 %
Total	538	100.0 %

Q9a. If Yes to Q9, how would you rate the contact?

Q9a. Rate the contact	Number	Percent
Excellent	80	87.9 %
Good	7	7.7 %
Fair	2	2.2 %
Poor	1	1.1 %
Don't know	1	1.1 %
Total	91	100.0 %

Q10. During the past 12 months, have you had ANY contact with the ambulance/emergency medical services in Clayton?

Q10. Contacted the ambulance/emergency medical services in Clayton	Number	Percent
Yes	54	10.0 %
No	481	89.4 %
Don't know	3	0.6 %
Total	538	100.0 %

Q10a. If Yes to Q10, how would you rate the contact?

Q10a. Rate the contact	Number	Percent
Excellent	45	83.3 %
Good	7	13.0 %
Fair	1	1.9 %
Poor	1	1.9 %
Total	54	100.0 %

Q11. How would you rate your own public safety awareness?

Q11. Rate own public safety awareness	Number	Percent
Excellent	148	27.5 %
Good	280	52.0 %
Fair	87	16.2 %
Poor	8	1.5 %
Don't know	15	2.8 %
Total	538	100.0 %

Q12. Do you have an emergency plan in place for members of your household?

Q12. Emergency plan in place for household	Number	Percent
Yes	240	44.6 %
No	268	49.8 %
Don't know	30	5.6 %
Total	538	100.0 %

Q13. For each of the City Maintenance or Public Works items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=538)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13a. Maintenance of major City streets	35.5%	47.8%	11.5%	3.5%	0.7%	0.9%
Q13b. Maintenance of neighborhood streets	32.7%	47.0%	11.0%	7.1%	1.3%	0.9%
Q13c. Maintenance of street signs & traffic signals	35.9%	50.6%	9.7%	2.0%	0.7%	1.1%
Q13d. Maintenance of City buildings	28.8%	45.0%	10.6%	0.2%	0.2%	15.2%
Q13e. Snow removal on major City streets	43.1%	44.6%	8.0%	2.2%	0.7%	1.3%
Q13f. Snow removal on neighborhood streets	32.5%	45.7%	12.1%	6.3%	1.3%	2.0%
Q13g. Cleanliness of City streets/public areas	44.1%	47.8%	6.1%	1.1%	0.2%	0.7%
Q13h. Adequacy of City street lighting	33.8%	50.0%	10.8%	3.5%	0.7%	1.1%
Q13i. Condition of City sidewalks	25.8%	51.3%	13.9%	7.1%	0.9%	0.9%
Q13j. Landscaping/ appearance of public areas along City streets	42.2%	44.6%	7.8%	3.5%	0.9%	0.9%

Q13. For each of the City Maintenance or Public Works items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding "don't know")

(N=538)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13a. Maintenance of major City streets	35.8%	48.2%	11.6%	3.6%	0.8%
Q13b. Maintenance of neighborhood streets	33.0%	47.5%	11.1%	7.1%	1.3%
Q13c. Maintenance of street signs & traffic signals	36.3%	51.1%	9.8%	2.1%	0.8%
Q13d. Maintenance of City buildings	34.0%	53.1%	12.5%	0.2%	0.2%
Q13e. Snow removal on major City streets	43.7%	45.2%	8.1%	2.3%	0.8%
Q13f. Snow removal on neighborhood streets	33.2%	46.7%	12.3%	6.5%	1.3%
Q13g. Cleanliness of City streets/public areas	44.4%	48.1%	6.2%	1.1%	0.2%
Q13h. Adequacy of City street lighting	34.2%	50.6%	10.9%	3.6%	0.8%
Q13i. Condition of City sidewalks	26.1%	51.8%	14.1%	7.1%	0.9%
Q13j. Landscaping/appearance of public areas along City streets	42.6%	45.0%	7.9%	3.6%	0.9%

Q14. Which THREE of the public works items listed above do you think should receive the most emphasis from City leaders over the next TWO years?

Q14. Top choice	Number	Percent
A=Major city streets	140	26.0 %
B=Neighborhood streets	46	8.6 %
C=Street signs & traffic signals	18	3.3 %
D=City buildings	10	1.9 %
E=Major street snow removal	20	3.7 %
F=Neighborhood street snow removal	35	6.5 %
G=Cleanliness of City streets	27	5.0 %
H=City street lighting	43	8.0 %
I=Condition of city sidewalks	62	11.5 %
J=Appearance of public areas	48	8.9 %
Z=None chosen	89	16.5 %
Total	538	100.0 %

Q14. Which THREE of the public works items listed above do you think should receive the most emphasis from City leaders over the next TWO years?

Q14. 2nd choice	Number	Percent
A=Major city streets	45	8.4 %
B=Neighborhood streets	91	16.9 %
C=Street signs & traffic signals	22	4.1 %
D=City buildings	16	3.0 %
E=Major street snow removal	32	5.9 %
F=Neighborhood street snow removal	36	6.7 %
G=Cleanliness of City streets	41	7.6 %
H=City street lighting	50	9.3 %
I=Condition of city sidewalks	51	9.5 %
J=Appearance of public areas	34	6.3 %
Z=None chosen	120	22.3 %
Total	538	100.0 %

Q14. Which THREE of the public works items listed above do you think should receive the most emphasis from City leaders over the next TWO years?

Q14. 3rd choice	Number	Percent
A=Major city streets	44	8.2 %
B=Neighborhood streets	45	8.4 %
C=Street signs & traffic signals	28	5.2 %
D=City buildings	20	3.7 %
E=Major street snow removal	16	3.0 %
F=Neighborhood street snow removal	22	4.1 %
G=Cleanliness of City streets	48	8.9 %
H=City street lighting	42	7.8 %
I=Condition of city sidewalks	57	10.6 %
J=Appearance of public areas	55	10.2 %
Z=None chosen	161	29.9 %
Total	538	100.0 %

Q14. Which THREE of the public works items listed above do you think should receive the most emphasis from City leaders over the next TWO years? (Top 3)

Q14. Top choice	Number	Percent
A = Major city streets	229	42.6 %
B = Neighborhood streets	182	33.8 %
C = Street signs & traffic signals	68	12.6 %
D = City buildings	46	8.6 %
E = Major street snow removal	68	12.6 %
F = Neighborhood street snow removal	93	17.3 %
G = Cleanliness of City streets	116	21.6 %
H = City street lighting	135	25.1 %
I = Condition of city sidewalks	170	31.6 %
J = Appearance of public areas	137	25.5 %
Z = None chosen	89	16.5 %
Total	1333	

Q15. In general, how would you rate the street and road conditions in your neighborhood?

Q15. Rate conditions of neighborhood streets & roads	Number	Percent
Good condition	264	49.2 %
Mostly good condition	223	41.5 %
Many bad spots	40	7.4 %
Don't know	10	1.9 %
Total	537	100.0 %

Q16. In general, how would you rate street sweeping services in your neighborhood?

Q16. Rate neighborhood street sweeping services	Number	Percent
Excellent	188	35.0 %
Good	238	44.3 %
Fair	67	12.5 %
Poor	12	2.2 %
Don't know	32	6.0 %
Total	537	100.0 %

Q17. For each of the Sewer and Water Utilities and Storm Water Management items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=538)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17a. Clarity & taste of tap water at home	54.1%	32.3%	8.2%	2.8%	0.2%	2.4%
Q17b. Water pressure at home	38.7%	40.9%	10.4%	7.2%	1.5%	1.3%
Q17c. Water/sewer charge	11.5%	35.9%	26.6%	8.7%	1.3%	16.0%
Q17d. Easiness to understand water/sewer bill	17.5%	37.5%	20.1%	5.0%	1.3%	18.6%
Q17e. Drainage of rain water off City streets	16.7%	49.4%	18.0%	7.8%	2.8%	5.2%
Q17f. Drainage of rain water off neighbor's property	16.9%	39.2%	20.6%	10.2%	7.6%	5.4%
Q17g. Adequacy of sanitary sewer collection	18.0%	38.7%	17.5%	5.8%	3.0%	17.1%
Q17h. Adequacy of water system	25.3%	45.5%	13.0%	3.7%	0.9%	11.5%

Q17. For each of the Sewer and Water Utilities and Storm Water Management items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding "don't know")

(N=538)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17a. Clarity & taste of tap water at home	55.4%	33.1%	8.4%	2.9%	0.2%
Q17b. Water pressure at home	39.2%	41.4%	10.5%	7.3%	1.5%
Q17c. Water/sewer charge	13.7%	42.7%	31.6%	10.4%	1.5%
Q17d. Easiness to understand water/ sewer bill	21.5%	46.1%	24.7%	6.2%	1.6%
Q17e. Drainage of rain water off City streets	17.6%	52.2%	19.0%	8.2%	2.9%
Q17f. Drainage of rain water off neighbor's property	17.9%	41.5%	21.8%	10.8%	8.1%
Q17g. Adequacy of sanitary sewer collection	21.7%	46.6%	21.1%	7.0%	3.6%
Q17h. Adequacy of water system	28.6%	51.5%	14.7%	4.2%	1.1%

Q18. For each of the Parks and Recreation items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=538)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18a. Maintenance of City parks	41.4%	51.5%	2.4%	0.7%	0.0%	3.9%
Q18b. Distance between neighborhood parks & your home	52.4%	37.7%	6.7%	1.5%	0.2%	1.5%
Q18c. Number of walking & biking trails	23.4%	35.1%	20.3%	12.5%	2.4%	6.3%
Q18d. Quality of outdoor athletic fields	24.7%	37.9%	14.7%	2.6%	0.2%	19.9%
Q18e. Number of outdoor athletic fields	24.2%	35.9%	15.2%	3.2%	0.4%	21.2%
Q18f. Information about City parks & recreation programs	38.7%	38.7%	15.8%	2.2%	0.0%	4.6%
Q18g. City's youth fitness programs	23.8%	25.7%	14.9%	1.3%	0.0%	34.4%
Q18h. City's adult fitness programs	26.2%	32.9%	16.4%	2.6%	0.0%	21.9%
Q18i. City's special events & festivals	41.3%	42.0%	11.5%	0.9%	0.4%	3.9%

Q18. For each of the Parks and Recreation items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding "don't know")

(N=538)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18a. Maintenance of City parks	43.1%	53.6%	2.5%	0.8%	0.0%
Q18b. Distance between neighborhood parks & your home	53.2%	38.3%	6.8%	1.5%	0.2%
Q18c. Number of walking & biking trails	25.0%	37.5%	21.6%	13.3%	2.6%
Q18d. Quality of outdoor athletic fields	30.9%	47.3%	18.3%	3.2%	0.2%
Q18e. Number of outdoor athletic fields	30.7%	45.5%	19.3%	4.0%	0.5%
Q18f. Information about City parks & recreation programs	40.5%	40.5%	16.6%	2.3%	0.0%
Q18g. City's youth fitness programs	36.3%	39.1%	22.7%	2.0%	0.0%
Q18h. City's adult fitness programs	33.6%	42.1%	21.0%	3.3%	0.0%
Q18i. City's special events & festivals	42.9%	43.7%	12.0%	1.0%	0.4%

Q19. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO years?

Q19. Top choice	Number	Percent
A=Maintenance of city parks	144	26.8 %
B=Neighborhood parks close to home	4	0.7 %
C=Number of walking/biking trails	109	20.3 %
D=Quality of outdoor athletic fields	19	3.5 %
E=Number of outdoor athletic fields	6	1.1 %
F=Information about city parks & rec programs	23	4.3 %
G=Youth fitness programs	31	5.8 %
H=Adult fitness programs	27	5.0 %
I=Special events & festivals	38	7.1 %
Z=None chosen	137	25.5 %
Total	538	100.0 %

Q19. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO years?

Q19. 2nd choice	Number	Percent
A=Maintenance of city parks	58	10.8 %
B=Neighborhood parks close to home	8	1.5 %
C=Number of walking/biking trails	75	13.9 %
D=Quality of outdoor athletic fields	37	6.9 %
E=Number of outdoor athletic fields	22	4.1 %
F=Information about city parks & rec programs	30	5.6 %
G=Youth fitness programs	31	5.8 %
H=Adult fitness programs	34	6.3 %
I=Special events & festivals	60	11.2 %
Z=None chosen	183	34.0 %
Total	538	100.0 %

Q19. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO years?

Q19. 3rd choice	Number	Percent
A=Maintenance of city parks	37	6.9 %
B=Neighborhood parks close to home	11	2.0 %
C=Number of walking/biking trails	40	7.4 %
D=Quality of outdoor athletic fields	21	3.9 %
E=Number of outdoor athletic fields	16	3.0 %
F=Information about city parks & rec programs	28	5.2 %
G=Youth fitness programs	35	6.5 %
H=Adult fitness programs	40	7.4 %
I=Special events & festivals	89	16.5 %
Z=None chosen	221	41.1 %
Total	538	100.0 %

Q19. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO years? (Top 3)

Q19. Top choice	Number	Percent
A = Maintenance of city parks	239	44.4 %
B = Neighborhood parks close to home	23	4.3 %
C = Number of walking/biking trails	224	41.6 %
D = Quality of outdoor athletic fields	77	14.3 %
E = Number of outdoor athletic fields	44	8.2 %
F = Information about city parks & rec programs	81	15.1 %
G = Youth fitness programs	97	18.0 %
H = Adult fitness programs	101	18.8 %
I = Special events & festivals	187	34.8 %
Z = None chosen	137	25.5 %
Total	1210	

Q20. For each of the Parks and Recreation Initiatives items listed below, please indicate how important you think each of them are on a scale of 1 to 4 where 4 means "very important" and 1 means "not important."

(N=538)

	Very important	Important	Neutral	Not important	Don't know
Q20a. Feeling of safety in City parks	78.1%	16.5%	2.4%	0.4%	2.6%
Q20b. Additional shade at pool, tennis & picnic sites	26.2%	28.8%	27.0%	9.1%	8.9%
Q20c. Amphitheater in Shaw Park	13.0%	19.3%	34.2%	18.2%	15.2%
Q20d. Center of Clayton improvements	18.0%	20.4%	29.6%	20.4%	11.5%
Q20e. Green space expansion	30.7%	34.0%	19.7%	8.9%	6.7%
Q20f. Hanley House preservation & visitor center	11.5%	23.6%	34.6%	14.5%	15.8%
Q20g. Ice rink improvements & year round facility	18.0%	33.3%	26.6%	12.6%	9.5%
Q20h. Inclusion playground in Shaw Park	16.9%	26.8%	29.9%	13.8%	12.6%
Q20i. Lighting of Fields 1&2	11.5%	19.3%	31.8%	15.4%	21.9%
Q20j. Permanent Corporate Pavilion in Shaw Park	7.4%	17.1%	36.6%	23.2%	15.6%
Q20k. Increased senior leisure amenities	13.4%	29.2%	31.8%	13.2%	12.5%
Q20l. Neighborhood park improvements	23.0%	45.9%	20.3%	4.8%	5.9%
Q20m. Playground improvements	19.0%	36.6%	27.1%	8.6%	8.7%
Q20n. New walking & biking trails	41.3%	29.9%	16.5%	6.9%	5.4%

Q21. Please choose THREE of priorities in Q21 that are of highest priorities for you and your family.(Top 3)

Q21. Top choice	Number	Percent
A=Feeing safe in City parks	166	30.9 %
B=Additional shade	26	4.8 %
C=Amphitheater	9	1.7 %
D=Center of Clayton improvements	25	4.6 %
E=Green space expansion	29	5.4 %
F=Hanley House preservation	4	0.7 %
G=Ice rink improvements	16	3.0 %
H=Inclusion playground in Shaw Park	10	1.9 %
I=Lighting of Fields 1&2	4	0.7 %
J=Corporate Pavilion in Shaw Park	3	0.6 %
K=Senior leisure amenities	16	3.0 %
L=Neighborhood park improvement	23	4.3 %
M=Playground improvements	9	1.7 %
N=New walking & biking trails	117	21.7 %
Z=None chosen	81	15.1 %
Total	538	100.0 %

Q21. Please choose THREE of priorities in Q21 that are of highest priorities for you and your family.(Top 3)

Q21. 2nd choice	Number	Percent
A=Feeing safe in City parks	44	8.2 %
B=Additional shade	33	6.1 %
C=Amphitheater	16	3.0 %
D=Center of Clayton improvements	37	6.9 %
E=Green space expansion	54	10.0 %
F=Hanley House preservation	16	3.0 %
G=Ice rink improvements	43	8.0 %
H=Inclusion playground in Shaw Park	6	1.1 %
I=Lighting of Fields 1&2	6	1.1 %
J=Corporate Pavilion in Shaw Park	7	1.3 %
K=Senior leisure amenities	23	4.3 %
L=Neighborhood park improvement	57	10.6 %
M=Playground improvements	22	4.1 %
N=New walking & biking trails	63	11.7 %
Total	427	79.4 %

Q21. Please choose THREE of priorities in Q21 that are of highest priorities for you and your family.(Top 3)

Q21. 3rd choice	Number	Percent
A=Feeing safe in City parks	35	6.5 %
B=Additional shade	25	4.6 %
C=Amphitheater	22	4.1 %
D=Center of Clayton improvements	20	3.7 %
E=Green space expansion	55	10.2 %
F=Hanley House preservation	12	2.2 %
G=Ice rink improvements	27	5.0 %
H=Inclusion playground in Shaw Park	15	2.8 %
I=Lighting of Fields 1&2	8	1.5 %
J=Corporate Pavilion in Shaw Park	8	1.5 %
K=Senior leisure amenities	23	4.3 %
L=Neighborhood park improvement	51	9.5 %
M=Playground improvements	29	5.4 %
N=New walking & biking trails	60	11.2 %
Total	390	72.5 %

Q21. Please choose THREE of priorities in Q21 that are of highest priorities for you and your family.(Sum of Top 3 Choices)

Q21. Top choice	Number	Percent
A = Feeing safe in City parks	245	45.5 %
B = Additional shade	84	15.6 %
C = Amphitheater	47	8.7 %
D = Center of Clayton improvements	82	15.2 %
E = Green space expansion	138	25.7 %
F = Hanley House preservation	32	5.9 %
G = Ice rink improvements	86	16.0 %
H = Inclusion playground in Shaw Park	31	5.8 %
I = Lighting of Fields 1&2	18	3.3 %
J = Corporate Pavilion in Shaw Park	18	3.3 %
K = Senior leisure amenities	62	11.5 %
L = Neighborhood park improvement	131	24.3 %
M = Playground improvements	60	11.2 %
N = New walking & biking trails	240	44.6 %
Z = None chosen	81	15.1 %
Total	1355	

Q22. Would you be willing to use tax revenue to fund projects you rated as the top three items in Question 20?

Q22. Willing to use tax revenue to fund projects	Number	Percent
Yes	300	55.8 %
No	108	20.1 %
Don't know	130	24.2 %
Total	538	100.0 %

Q23. Has anyone in your household used any of Clayton's parks, recreation facilities, or recreation programs during the past 12 months?

Q23. Anyone used Clayton's parks, recreation facilities or programs	Number	Percent
Yes	464	86.2 %
No	62	11.5 %
Don't know	12	2.2 %
Total	538	100.0 %

Q24. For each of the City Communications items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=538)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24a. Information about City programs & services	29.2%	50.2%	14.7%	1.9%	0.6%	3.5%
Q24b. City efforts to keep you informed about local issues	30.3%	46.1%	15.6%	3.9%	2.2%	1.9%
Q24c. City responds to public	20.1%	37.4%	19.3%	5.9%	4.1%	13.2%
Q24d. City's cable television channel	5.8%	10.4%	20.8%	5.9%	2.6%	54.5%
Q24e. Quality of City's website	12.5%	27.5%	24.0%	4.1%	1.3%	30.7%
Q24f. Content of City's newsletter	21.9%	47.6%	21.7%	3.0%	0.7%	5.0%
Q24g. City's communications meet needs	19.5%	46.3%	24.2%	4.3%	2.2%	3.5%

Q24. For each of the City Communications items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding "don't know")

(N=538)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24a. Information about City programs & services	30.3%	52.0%	15.2%	1.9%	0.6%
Q24b. City efforts to keep you informed about local issues	30.9%	47.0%	15.9%	4.0%	2.3%
Q24c. City responds to public	23.1%	43.0%	22.3%	6.9%	4.7%
Q24d. City's cable television channel	12.7%	22.9%	45.7%	13.1%	5.7%
Q24e. Quality of City's website	18.0%	39.7%	34.6%	5.9%	1.9%
Q24f. Content of City's newsletter	23.1%	50.1%	22.9%	3.1%	0.8%
Q24g. City's communications meet needs	20.2%	48.0%	25.0%	4.4%	2.3%

Q25. What are your primary sources of information about activities and services in your community

Q25. Primary sources of information about community activities & services	Number	Percent
00 = None chosen	15	2.8 %
01 = The City Views	428	79.6 %
02 = City website	203	37.7 %
03 = Clayton Connection	81	15.1 %
04 = Channel 10	29	5.4 %
05 = Radio	48	8.9 %
06 = Other printed publications	162	30.1 %
07 = Signage & other	199	37.0 %
08 = Neighborhood meetings	65	12.1 %
09 = Parks & recreation brochure	260	48.3 %
10 = Other	36	6.7 %
Total	1526	

Q25. Other

Q25 Other
BULLETIN BRD @ THE CENTER
CENTER OF CLAYTON
COMMITTEE MEETINGS
EMAIL FOR NEIGHBORS
EMAILS FOR RESIDENTS
HORSES ON ST MEAN EVENT
LOCAL NEWS
MEL DISNEY
NEIGHBORHOOD WEBPAGE
NEIGHBORHOOD WOMENS GROUP
NEIGHBORS
NEIGHBORS
NEIGHBORS
NEIGHBORS
NEIGHBORS
NEIGHBORS/FRIENDS
NEWSPAPER
RFT, STL TODAY.COM
SCHOOL DISTRICT EMAIL
SCHOOL/PTO MEETINGS
SIGNS AT PARKS
ST LOUIS PEST-DISPATCH
ST LOUIS POST
STL TODAY
VIA NEIGHBORS/FRIENDS
WALKING W/ALDERMANS WIFE
WORD OF MOUTH
WORD OF MOUTH
WORD OF MOUTH
WORD OF MOUTH
WORD OF MOUTH
WORD OF MOUTH
WORD OF MOUTH

Q26. For each of the Enforcement of Codes and Ordinances items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=538)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26a. Cleanup of litter & debris on private property	17.3%	43.3%	14.1%	7.2%	3.0%	15.1%
Q26b. Mowing & trimming of lawns on private property	18.2%	42.2%	17.1%	3.9%	2.4%	16.2%
Q26c. Maintenance of residential property	17.1%	38.1%	19.0%	8.2%	3.3%	14.3%
Q26d. Maintenance of business property	16.2%	43.5%	17.5%	2.8%	1.1%	19.0%
Q26e. Public safety protection codes	18.6%	40.9%	14.1%	3.0%	1.3%	22.1%

Q26. For each of the Enforcement of Codes and Ordinances items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding "don't know")

(N=538)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26a. Cleanup of litter & debris on private property	20.4%	51.0%	16.6%	8.5%	3.5%
Q26b. Mowing & trimming of lawns on private property	21.7%	50.3%	20.4%	4.7%	2.9%
Q26c. Maintenance of residential property	20.0%	44.5%	22.1%	9.5%	3.9%
Q26d. Maintenance of business property	20.0%	53.7%	21.6%	3.4%	1.4%
Q26e. Public safety protection codes	23.9%	52.5%	18.1%	3.8%	1.7%

Q27. Using a five-point scale where 5 means "much too slow" and 1 means "much too fast," please rate the City's current pace of development in each of the following Economic Development areas.

(N=538)

	Much too slow	Too slow	Just right	Too fast	Much too fast	Don't know
Q27a. Office development	3.9%	11.3%	43.7%	10.4%	4.6%	26.0%
Q27b. Retail development	10.6%	26.4%	33.5%	6.5%	1.9%	21.2%
Q27c. Single-family residential development	2.2%	8.4%	53.3%	6.5%	2.4%	27.1%
Q27d. Multi-family residential development	1.7%	4.6%	40.0%	15.6%	10.6%	27.5%

Q27. Using a five-point scale where 5 means "much too slow" and 1 means "much too fast," please rate the City's current pace of development in each of the following Economic Development areas. (excluding "don't know")

(N=538)

	Much too slow	Too slow	Just right	Too fast	Much too fast
Q27a. Office development	5.3%	15.3%	59.0%	14.1%	6.3%
Q27b. Retail development	13.4%	33.5%	42.5%	8.3%	2.4%
Q27c. Single-family residential development	3.1%	11.5%	73.2%	8.9%	3.3%
Q27d. Multi-family residential development	2.3%	6.4%	55.1%	21.5%	14.6%

Q28. Would you support a smoking ban in Clayton restaurants and all public places, regardless of the action of the State or County?

Q28. Support smoking ban in Clayton public areas

	Number	Percent
Yes	416	77.3 %
No	89	16.5 %
Don't know	33	6.1 %
Total	538	100.0 %

Q29. For which of the following areas do you support the City's use of financial incentives to attract and expand?

Q29. Support City's use of financial incentives to attract and expand	Number	Percent
1 = Offices/corporations	269	50.0 %
2 = Retail	297	55.2 %
3 = High density residential	93	17.3 %
9 = Don't know	25	4.6 %
Total	684	

Q30. For which of the following goods and services do you typically leave Clayton?

Q30. Goods & services	Number	Percent
1 = Clothing	433	80.5 %
2 = Home furnishings	428	79.6 %
3 = Banking	60	11.2 %
4 = Groceries	326	60.6 %
5 = Dine out/restaurants	136	25.3 %
6 = Personal grooming	271	50.4 %
9 = None chosen	3	0.6 %
Total	1657	

Q31. Have you contacted the City with a question, problem, or complaint during the past year?

Q31. Contacted the City with a question, problem, or complaint	Number	Percent
Yes	257	47.8 %
No	273	50.7 %
No response	8	1.5 %
Total	538	100.0 %

Q31a. If yes to Q31, which City department did you contact most recently?

Q31a. Which City department	Number	Percent
PUBLIC WORKS	67	26.1 %
POLICE	13	5.1 %
Parks, Police	1	0.4 %
PARKING TICKETS	2	0.8 %
PARKS & REC	4	1.6 %
STREET SWEEPING	1	0.4 %
CODES ENFORCMENT	1	0.4 %
PLANNING	7	2.7 %
BUILDING PERMIT	2	0.8 %
POLICE DEPT	1	0.4 %
PLANNING & BUILDING DEPT	1	0.4 %
WASTE REMOVAL	2	0.8 %
MAYOR	4	1.6 %
MUNICIPAL COURT	1	0.4 %
PUBLIC WORKS, WASTE PICK UP	1	0.4 %
PLANNING & PERMITS	1	0.4 %
BUILDING DEPT	1	0.4 %
RECYCLING QUESTION	1	0.4 %
PUBLIC SAFETY PARKING	1	0.4 %
PARKING	5	1.9 %
PUBLIC WORKS, POLICE DEPT	1	0.4 %
STREETS	4	1.6 %
REQUESTED RECYCLING BIN	1	0.4 %
CITY MGR	1	0.4 %
DEPT THAT DEALS WITH CABLE	1	0.4 %
DMV	1	0.4 %
TRASH, FORESTTY	1	0.4 %
TRASH PICK UP	2	0.8 %
TRASH	4	1.6 %
PUBLIC SERVICES	1	0.4 %
WATER BEING PUMPED	1	0.4 %
GARBAGE	2	0.8 %
CITY HALL	5	1.9 %
ALDERMAN	1	0.4 %
WASTE RECYCLE	1	0.4 %
FLOOD COMMISSION	1	0.4 %
REFUSE	3	1.2 %
EMS BILLING	1	0.4 %
BUILDING CODE	1	0.4 %
EMAIL THE MAYOR	1	0.4 %

Q31a. If yes to Q31, which City department did you contact most recently?

Q31a. Which City department	Number	Percent
PUBLIC WORKS, MISSED TRASH	1	0.4 %
SEWER	1	0.4 %
WASTE COLLECTION	2	0.8 %
SEWER & WATER UTILITIES	1	0.4 %
COMPLAIN ABT CODE VIOLATIONS	1	0.4 %
PLANNING & DEVELOPMENT	3	1.2 %
RE: NEIGHBOR'S DEAD TREE	1	0.4 %
REFUSE/SANITATION	1	0.4 %
BOARD OF ALDERMAN, POLICE	1	0.4 %
CITY INSPECTOR	1	0.4 %
FIRE DEPT	1	0.4 %
MAYOR'S OFFICE	1	0.4 %
TRASJ	1	0.4 %
CITY HALL, PARKS DEPT	1	0.4 %
GARBAGE PICKUP	1	0.4 %
WARD ALDERMAN	1	0.4 %
P/W	1	0.4 %
PARKS	1	0.4 %
CITY POLICE	1	0.4 %
POLICE/BLOG INSPECTOR	1	0.4 %
PARKS & RECREATION	6	2.3 %
TRASH PICKUP	4	1.6 %
HOUSING PERMITS	1	0.4 %
CITY MGR RE WASTE PICKUP	1	0.4 %
RECYCLING	1	0.4 %
TREE TRIMMING DEPT	1	0.4 %
TRASH COLLECTING/RECYCLING	1	0.4 %
CITY MANAGER	1	0.4 %
TRANSPORTATION/PARKS/BUILDNG	1	0.4 %
HOUSING/COURTS	1	0.4 %
FIRE	2	0.8 %
BUILDING	1	0.4 %
CITY ADMINISTRATOR	1	0.4 %
BLDG PERMITS	1	0.4 %
PROPERTY TAX	1	0.4 %
BLDG CODES	1	0.4 %
PUBLIC WORKS-TRASH	1	0.4 %
PUBLIC WORKS/CODE ENFORCEMNT	1	0.4 %
TRASH/RECYCLING	1	0.4 %
TRASH/RECYCLE	2	0.8 %
FORESTRY	1	0.4 %

Q31a. If yes to Q31, which City department did you contact most recently?

Q31a. Which City department	Number	Percent
LEAF MULCH	1	0.4 %
TRASH & YARD WASTE	1	0.4 %
PLANNING & ZONING	1	0.4 %
PARKING PERMIT	1	0.4 %
ARCHITECTURAL PERMITS	1	0.4 %
POLICE & PUBLIC WORKS	1	0.4 %
PUBLIC WORKS/BLDG DEPT	1	0.4 %
ZONING	1	0.4 %
MARRIAGE LICENSE	1	0.4 %
REGARDING PARKING TICKETS	1	0.4 %
BUILDING PERMITS/TRAFFIC	1	0.4 %
TRASH & RECYCLING PICKUP	1	0.4 %
PLANNING COMMISSION	1	0.4 %
PARKING ON RESIDENTAL STRTS	1	0.4 %
PUBLIC WORKS-TRASH PICKUP	1	0.4 %
PLANNING/DEVELOPMENT	1	0.4 %
INSPECTION-NEIGHOR HSE EMPTY	1	0.4 %
VECTOR CONTROL	1	0.4 %
POLICE & TRASH	1	0.4 %
ENVIRONMENTAL SERVICES	1	0.4 %
WORKS DEPT	1	0.4 %
PUBLIC SERVICE	1	0.4 %
TRASH & RECYCLING	1	0.4 %
TRASH/DEAD TREE REMOVAL	1	0.4 %
PUBLIC SAFETY/PUBLIC WORKS	1	0.4 %
HOUSING CODES	1	0.4 %
ALDERPERSON	1	0.4 %
PUBLIC WORKS-SIDEWALK REPAIR	1	0.4 %
PUBLIC WORKS-VECTOR CONTROL	1	0.4 %
BUILDING PERMITS	1	0.4 %
PARKING AUTHORITY	1	0.4 %
DAN MEEHAN'S OFFICE	1	0.4 %
WASTE MANAGEMENT	1	0.4 %
STREETS,POLICE, BUILDING	1	0.4 %
LAWN WASTE PICKUP	1	0.4 %
CITY WI-FI DEPT	1	0.4 %
TRAFFIC-PARKING TICKETS	1	0.4 %
PROPERTY MAINTENANCE	1	0.4 %
REGARDING SEWER REBATE	1	0.4 %
CITY HALL-PURCHASED MULCH	1	0.4 %
PLANNING AND DEVELOPMENT	1	0.4 %
BLD MAINTENCE & DOG CODES	1	0.4 %
Total	247	96.1 %

Q31b-e. If yes to Q31, please rate your satisfaction with the customer service you received from the City department you listed in Q31a using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=257)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q31b. Easiness to contact	38.9%	36.6%	9.7%	8.9%	5.4%	0.4%
Q31c. Way you were treated	39.7%	34.2%	15.6%	4.7%	3.9%	1.9%
Q31d. Technical competence & knowledge of City employees	35.8%	32.7%	17.9%	4.3%	3.9%	5.4%
Q31e. Responsiveness of City employees	38.5%	29.6%	10.5%	12.8%	8.2%	0.4%

Q31b-e. If yes to Q31, please rate your satisfaction with the customer service you received from the City department you listed in Q31a using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding "don't know")

(N=257)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q31b. Easiness to contact	39.1%	36.7%	9.8%	9.0%	5.5%
Q31c. Way you were treated	40.5%	34.9%	15.9%	4.8%	4.0%
Q31d. Technical competence & knowledge of City employees	37.9%	34.6%	18.9%	4.5%	4.1%
Q31e. Responsiveness of City employees	38.7%	29.7%	10.5%	12.9%	8.2%

Q32. On a scale of 1 to 4 where 4 is "very important" and 1 is "unimportant," please rate the level of importance of the following reasons in your decision to live in Clayton.

(N=538)

	Very important	Somewhat important	Not sure	Unimportant
Q32a. Sense of community	54.5%	33.3%	8.6%	3.7%
Q32b. Quality of public schools	76.8%	11.5%	4.3%	7.4%
Q32c. Employment opportunities	18.8%	33.3%	13.6%	34.4%
Q32d. Types of housing	65.2%	28.8%	4.5%	1.5%
Q32e. Quality of housing	80.5%	16.5%	2.4%	0.6%
Q32f. Access to quality shopping	34.6%	44.2%	11.0%	10.2%
Q32g. Availability of parks & recreation opportunities	59.1%	33.1%	4.8%	3.0%
Q32h. Proximity to family or friends	37.5%	33.6%	7.8%	21.0%
Q32i. Safety & security	86.2%	11.2%	1.9%	0.7%
Q32j. Central location	85.3%	11.7%	2.6%	0.4%
Q32k. Accessibility	70.8%	22.3%	4.3%	2.6%

Q33. For each of the Trash Service items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=538)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q33a. Residential trash collection	47.6%	36.1%	5.6%	5.6%	1.7%	3.5%
Q33b. Recycling	47.2%	32.5%	7.4%	4.5%	2.0%	6.3%
Q33c. Yard waste removal	39.2%	30.5%	9.1%	6.1%	1.5%	13.6%

Q33. For each of the Trash Service items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding "don't know")

(N=538)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q33a. Residential trash collection	49.3%	37.4%	5.8%	5.8%	1.7%
Q33b. Recycling	50.4%	34.7%	7.9%	4.8%	2.2%
Q33c. Yard waste removal	45.4%	35.3%	10.5%	7.1%	1.7%

Q34. For each of the Transportation items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=538)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q34a. Ease of north/south travel	18.0%	45.9%	16.0%	11.7%	3.2%	5.2%
Q34b. Ease of east/west travel	17.8%	44.8%	17.5%	12.6%	1.9%	5.4%
Q34c. Ease of travel from home to schools	26.2%	34.0%	12.3%	4.3%	0.6%	22.7%
Q34d. Ease of travel from home to work	30.9%	40.3%	12.1%	5.2%	0.7%	10.8%
Q34e. Availability of public transportation	15.8%	32.9%	23.2%	9.1%	2.8%	16.2%
Q34f. Availability of bicycle lanes	8.4%	19.5%	29.0%	21.0%	5.9%	16.2%
Q34g. Availability of pedestrian walkways	22.9%	42.8%	16.7%	8.2%	2.2%	7.2%
Q34h. Availability of parking in residential areas	19.9%	48.3%	17.1%	8.6%	3.2%	3.0%
Q34i. Availability of parking in business district	7.8%	30.9%	28.3%	23.6%	6.3%	3.2%

Q34. For each of the Transportation items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding "don't know")

(N=538)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q34a. Ease of north/south travel	19.0%	48.4%	16.9%	12.4%	3.3%
Q34b. Ease of east/west travel	18.9%	47.3%	18.5%	13.4%	2.0%
Q34c. Ease of travel from home to schools	33.9%	44.0%	15.9%	5.5%	0.7%
Q34d. Ease of travel from home to work	34.6%	45.2%	13.5%	5.8%	0.8%
Q34e. Availability of public transportation	18.8%	39.2%	27.7%	10.9%	3.3%
Q34f. Availability of bicycle lanes	10.0%	23.3%	34.6%	25.1%	7.1%
Q34g. Availability of pedestrian walkways	24.6%	46.1%	18.0%	8.8%	2.4%
Q34h. Availability of parking in residential areas	20.5%	49.8%	17.6%	8.8%	3.3%
Q34i. Availability of parking in business district	8.1%	31.9%	29.2%	24.4%	6.5%

Q35. Approximately, how many years have you lived in the City of Clayton?

Q35. Years lived in Clayton	Number	Percent
Less than 5 years	160	29.7 %
5-10 years	118	21.9 %
11-20 years	117	21.7 %
20+ years	142	26.4 %
Not provided	1	0.2 %
Total	538	100.0 %

Q36. If you have lived in Clayton for less than 10 years, from what city did you move?

Q36. Move to Clayton from	Number	Percent
BOSTON	3	1.1 %
WINDPOINT	1	0.4 %
CREVE CEOUR	4	1.4 %
RICHMOND HTS	2	0.7 %
UNIVERSITY CITY	38	13.7 %
SPRINGFIELD	1	0.4 %
CLEVELAND	3	1.1 %
WESTON	1	0.4 %
DES PERES	3	1.1 %
LADUE	11	4.0 %
LOS ANGELES	1	0.4 %
ST LOUIS	24	8.6 %
FAIRFIELD	1	0.4 %
PALO ALTO	2	0.7 %
CENTRAL WEST END	1	0.4 %
MAPELWOOD	1	0.4 %
CRYSTAL LAKE	1	0.4 %
CHICAGO	6	2.2 %
COLUMBIA	4	1.4 %
TOWN & COUNTRY	5	1.8 %
FRONTANAC	1	0.4 %
KIRKWOOD	3	1.1 %
NEW ZEALAND	1	0.4 %
OLIVETTE	6	2.2 %
MEXICO CITY	1	0.4 %
PINECREST	1	0.4 %
KANSAS CITY	1	0.4 %
BRENTWOOD	5	1.8 %
CREVE COEUR	7	2.5 %
CHESTERFIELD	8	2.9 %
LOS ANELAS	1	0.4 %
ST PETERSBURG	1	0.4 %
EDGERTON	1	0.4 %
TOWN & COUNTY	1	0.4 %
FRONTANC	1	0.4 %
TALLAHASSEE	1	0.4 %
RICHMOND	2	0.7 %
CAPE GIARDEAU	1	0.4 %
NEW ORLEANS	1	0.4 %
NEW YORK	5	1.8 %

Q36. If you have lived in Clayton for less than 10 years, from what city did you move?

Q36. Move to Clayton from	Number	Percent
SWITZERLAND	1	0.4 %
MASON	1	0.4 %
WEBSTER GROVES	3	1.1 %
RICHMOND HEIGHTS	6	2.2 %
BLOOMINGTON	1	0.4 %
CREVE COVE	1	0.4 %
WARSON WOODS	1	0.4 %
VACAVILLE	1	0.4 %
RIVER FOREST	1	0.4 %
NORWALK	1	0.4 %
IMPERIAL	1	0.4 %
COLLINSVILLE	1	0.4 %
WILDWOOD	4	1.4 %
CAPE GIRARDEAU	1	0.4 %
ARLINGTON	1	0.4 %
WEBSTER GRANS	1	0.4 %
RALEIGH	1	0.4 %
DAVENPORT	1	0.4 %
FT COLLINS	1	0.4 %
KNOXVILLE	1	0.4 %
SUNSET HILLS	2	0.7 %
BELOIT	1	0.4 %
BIRMINGHAM	1	0.4 %
BANGKOK, THAILAND	1	0.4 %
LAKE JACKSON	1	0.4 %
INDIANAPOLIS	1	0.4 %
BUFFALO	1	0.4 %
SHREWSBURY	1	0.4 %
BRENTWOOD, ST LOUIS	1	0.4 %
POTOMAC	1	0.4 %
CRESTWOOD	1	0.4 %
WASHINGTON TWP	1	0.4 %
SAN FRANCISCO	1	0.4 %
AMES	1	0.4 %
MADISON	1	0.4 %
MANCHESTER	1	0.4 %
IOWA CITY	1	0.4 %
MEMPHIS	1	0.4 %
MANHATTAN BEACH	1	0.4 %
CREVE COUER	1	0.4 %

Q36. If you have lived in Clayton for less than 10 years, from what city did you move?

Q36. Move to Clayton from	Number	Percent
FRONTENAC	1	0.4 %
CHARLOTTE	1	0.4 %
DALLAS	2	0.7 %
SOUTH COUNTY	1	0.4 %
HAZELWOOD	1	0.4 %
LEXINGTON	1	0.4 %
S ST LOUIS COUNTY	1	0.4 %
SCHAUMBURG	1	0.4 %
OAKVILLE	1	0.4 %
PASADENA	1	0.4 %
MOORESTOWN	1	0.4 %
FLORISSANT	1	0.4 %
PRINCETON	1	0.4 %
PLAUEN, GERMANY	1	0.4 %
VALLEY PARK	1	0.4 %
JACKSONVILLE	1	0.4 %
CEDARBURG	1	0.4 %
LONG BEACH	1	0.4 %
FORT WORTH	1	0.4 %
BRUSSELS, BELGIUM	1	0.4 %
WILLIAMSBURG	1	0.4 %
BEDMINSTER	1	0.4 %
DENVER	1	0.4 %
PLEASANT RIDGE	1	0.4 %
STIRLING, ENGLAND	1	0.4 %
ANN ARBOR	1	0.4 %
ST CHARLES	1	0.4 %
OFALLON	1	0.4 %
MASCOUTAH	1	0.4 %
EDWARDSVILLE	1	0.4 %
PARIS, FRANCE	1	0.4 %
WESTFIELD	1	0.4 %
STAMFORD	1	0.4 %
WASHINGTON DC	1	0.4 %
SHANGHI, CHINA	1	0.4 %
SAN DIEGO	1	0.4 %
CREVE LOEUR	1	0.4 %
Total	251	90.3 %

Q36. If you have lived in Clayton for less than 10 years, from what State did you move?

Q36 State	Number	Percent
MA	4	1.4 %
WI	4	1.4 %
MO	162	58.3 %
ME	1	0.4 %
IL	12	4.3 %
OH	4	1.4 %
FL	5	1.8 %
CA	10	3.6 %
CT	3	1.1 %
VA	5	1.8 %
LA	1	0.4 %
NY	6	2.2 %
IN	2	0.7 %
NC	2	0.7 %
IA	3	1.1 %
CO	2	0.7 %
TN	2	0.7 %
AL	1	0.4 %
TX	4	1.4 %
MD	1	0.4 %
NJ	5	1.8 %
KY	1	0.4 %
MI	2	0.7 %
Total	242	87.1 %

Q37. In what kind of home do you live?

Q37. What kind of home	Number	Percent
Apartment	53	9.9 %
Condominium	125	23.3 %
Single family house	338	62.9 %
Townhouse	13	2.4 %
Other	6	1.1 %
Not provided	2	0.4 %
Total	537	100.0 %

Q37. Other

Q37 If other
2 FAMILY FLAT
CARRIAGE HOUSE
DUPLEX
DUPLEX
OWN 2-FAMILY

Q38. What is your age?

Q38. Age	Number	Percent
Under 25	11	2.0 %
25 to 34	46	8.6 %
35 to 44	91	16.9 %
45 to 54	168	31.2 %
55 to 64	128	23.8 %
65+	94	17.5 %
Total	538	100.0 %

Q39. How many in your household(counting yourself) are?

	Mean	Sum
number	2.63	1392
Q39. Under age 5	0.13	70
Ages 5-9	0.18	96
Ages 10-14	0.25	132
Ages 15-19	0.22	117
Ages 20-24	0.11	58
Ages 25-34	0.17	90
Ages 35-44	0.30	158
Ages 45-54	0.56	295
Ages 55-64	0.43	228
Ages 65-74	0.22	115
Ages 75+	0.06	33

Q40. Would you say your total household income is:

Q40. Total household income	Number	Percent
Under $30K	14	2.6 %
$30K-$59,999	46	8.6 %
$60K-$99,999	81	15.1 %
$100k-$149,999	86	16.0 %
$150K-$199,999	66	12.3 %
$200K+	175	32.5 %
Not provided	70	13.0 %
Total	538	100.0 %

Q41. Which of the following best describes your race/ethnicity?

Q41. Race/ethnicity	Number	Percent
1 = White/Caucasian	497	92.4 %
2 = African American/Black	4	0.7 %
3 = Hispanic/Latino/Spanish	5	0.9 %
5 = Asian/Pacific Islander	23	4.3 %
6 = Other	9	1.5 %
Total	530	

Q41. Other.

Q41 Other
MULTIRACIAL

Q42. Your gender:

Q42. Gender	Number	Percent
Male	236	43.9 %
Female	301	56.1 %
Total	537	100.0 %

Q43. If you are interested in receiving automated phone message news/emergency alerts and /or weekly e-mail news updates, please provide your phone number:

Q43. Phone number	Number	Percent
314-725-3036	1	0.2 %
314-308-9229	1	0.2 %
727-8663	1	0.2 %
314-862-4674	1	0.2 %
314-728-8319	1	0.2 %
769-9678	1	0.2 %
314-721-7919	1	0.2 %
314-721-0558	1	0.2 %
314-721-2839	1	0.2 %
314-721-8529	1	0.2 %
314-727-2023	1	0.2 %
314-753-0392	1	0.2 %
341-721-5480	1	0.2 %
314-495-1248	1	0.2 %
314-726-1025	1	0.2 %
314-863-5212	1	0.2 %
314-750-5279	1	0.2 %
314-721-2137	1	0.2 %
725-0022	1	0.2 %
314-308-0210	1	0.2 %
725-5338	1	0.2 %
727-1142	1	0.2 %
725-7506	1	0.2 %
314-727-7862	1	0.2 %
314-862-6799	1	0.2 %
314-863-5875	1	0.2 %
727-1831	1	0.2 %
314-721-8451	1	0.2 %
314-863-6989	1	0.2 %
314-737-0324	1	0.2 %
314-727-4775	1	0.2 %
727-7375	1	0.2 %
314-726-5045	1	0.2 %
753-3530	1	0.2 %
727-2678	1	0.2 %
314-725-0252	1	0.2 %
314-335-7973	1	0.2 %
314-726-0101	1	0.2 %
314-862-9532	1	0.2 %

Q43. If you are interested in receiving automated phone message news/emergency alerts and /or weekly e-mail news updates, please provide your phone number:

Q43. Phone number	Number	Percent
314-721-7950	1	0.2 %
314-721-4890	1	0.2 %
314-727-1465	1	0.2 %
314-330-8499	1	0.2 %
314-862-2866	1	0.2 %
721-4815	1	0.2 %
862-4123	1	0.2 %
314-721-2684	1	0.2 %
314-725-5126	1	0.2 %
314-862-0644	1	0.2 %
862-1982	1	0.2 %
314-725-5665	1	0.2 %
863-1776	1	0.2 %
314-374-3846	1	0.2 %
314-721-6608	1	0.2 %
726-4947	1	0.2 %
314-721-4493	1	0.2 %
863-3224	1	0.2 %
314-725-4496	1	0.2 %
314-863-3231	1	0.2 %
314-863-6437	1	0.2 %
314-863-7855	1	0.2 %
314-725-8819	1	0.2 %
314-726-6265	1	0.2 %
725-1564	1	0.2 %
314-721-2258	1	0.2 %
314-721-3240	1	0.2 %
314-721-2732	1	0.2 %
314-727-0573	1	0.2 %
862-2202	1	0.2 %
314-862-6640	1	0.2 %
314-725-3171	1	0.2 %
836-2683	1	0.2 %
314-721-0222	1	0.2 %
314-727-0763	1	0.2 %
314-725-9182	1	0.2 %
314-977-9292	1	0.2 %
314-721-0318	1	0.2 %
314-863-1401	1	0.2 %

Q43. If you are interested in receiving automated phone message news/emergency alerts and /or weekly e-mail news updates, please provide your phone number:

Q43. Phone number	Number	Percent
314-862-7464	1	0.2 %
314-863-6206	1	0.2 %
314-727-7861	1	0.2 %
314-862-2556	1	0.2 %
314-863-5443	1	0.2 %
314-727-1944	1	0.2 %
314-727-1124	1	0.2 %
314-862-5498	1	0.2 %
314-862-4942	1	0.2 %
314-862-4920	1	0.2 %
314-910-3076	1	0.2 %
317-726-2427	1	0.2 %
314-862-5761	1	0.2 %
314-725-3188	1	0.2 %
314-727-8084	1	0.2 %
314-862-7448	1	0.2 %
862-2111	1	0.2 %
314-862-5040	1	0.2 %
314-727-5303	1	0.2 %
314-769-9085	1	0.2 %
314-863-5023	1	0.2 %
314-863-7764	1	0.2 %
314-721-8408	1	0.2 %
314-862-7914	1	0.2 %
314-863-3131	1	0.2 %
314-727-5686	1	0.2 %
314-769-9971	1	0.2 %
863-0922	1	0.2 %
314-727-8845	1	0.2 %
314-727-0956	1	0.2 %
862-1879	1	0.2 %
314-726-6627	1	0.2 %
314-863-7072	1	0.2 %
314-863-9499	1	0.2 %
314-721-4351	1	0.2 %
314-726-3214	1	0.2 %
314-725-3656	1	0.2 %
314-863-0453	1	0.2 %
314-721-8190	1	0.2 %

Q43. If you are interested in receiving automated phone message news/emergency alerts and /or weekly e-mail news updates, please provide your phone number:

Q43. Phone number	Number	Percent
314-727-6221	1	0.2 %
618-530-0409	1	0.2 %
314-363-8453	1	0.2 %
863-8565	1	0.2 %
314-727-5337	1	0.2 %
757-5036	1	0.2 %
314-862-7980	1	0.2 %
314-726-5620	1	0.2 %
314-727-0484	1	0.2 %
494-7249	1	0.2 %
314-862-7324	1	0.2 %
314-726-1179	1	0.2 %
314-726-6140	1	0.2 %
448-1438	1	0.2 %
314-721-0398	1	0.2 %
314-863-4065	1	0.2 %
Total	133	24.7 %

Q43. If you are interested in receiving automated phone message news/emergency alerts and /or weekly e-mail news updates, please provide your e-mail address:

Q43. Email address	Number	Percent
SARASEYRN@AOL.COM	1	0.2 %
Steverafferty@birch.net	1	0.2 %
stlgrey@swbell.net	1	0.2 %
rborson49@yahoo.com	1	0.2 %
mahejna@gundakercommerical.com	1	0.2 %
grandmoje.@aol.com	1	0.2 %
cathieweeks@aol.com	1	0.2 %
dgf39@hotmail.com	1	0.2 %
rretzlaf@wustl.edu	1	0.2 %
mhill@preferredhotelgroup.com	1	0.2 %
jamiekhelmkamp@yahoo.coom	1	0.2 %
meridith@swbell.net	1	0.2 %
mauramurph@aol.com	1	0.2 %
rkerrsh@aol.com	1	0.2 %
kary1@swbell.net	1	0.2 %
ellent124@sbcglobal.net	1	0.2 %
friedmanwilson@yahoo.com	1	0.2 %
ddr931@al.com	1	0.2 %
speckj@ent.wush.edu	1	0.2 %
jkrvpke@sbcglobal.net	1	0.2 %
abrown@danforthcenter.org	1	0.2 %
motoe341@yahoo.com	1	0.2 %
hgrusser@medline.com	1	0.2 %
bhbttr@charter.net	1	0.2 %
mholl;and7611@charter.net	1	0.2 %
ndjurecsik@gmail.com	1	0.2 %
rothermich@msn.com	1	0.2 %
angelaflotken@gmail.com	1	0.2 %
nemojosh82@yahoo.com	1	0.2 %
erik.froehlich@sglobal.net	1	0.2 %
filko1014@att.net	1	0.2 %
glelble@gmail.com	1	0.2 %
edfeutz@yahoo.com	1	0.2 %
beccasltd@aol.com	1	0.2 %
dfielhler@gmail.com	1	0.2 %
angierandazz@hotmail.com	1	0.2 %
aiauer@aol.com	1	0.2 %
rtr6117@aol.com	1	0.2 %
lblwydown@aol.com	1	0.2 %

Q43. If you are interested in receiving automated phone message news/emergency alerts and /or weekly e-mail news updates, please provide your e-mail address:

Q43. Email address	Number	Percent
stannard624@yahoo.com	1	0.2 %
mbpeluso@charter.net	1	0.2 %
rob@akred.com	1	0.2 %
cbhod@msn.com	1	0.2 %
alica.espe@edwardjones.com	1	0.2 %
keybrick@hotmail.com	1	0.2 %
nfkanss@sbcglobal.net	1	0.2 %
clayton@ccbvfala.com	1	0.2 %
PETERTAKES@SBCGLOBAL.NET	1	0.2 %
ROSABREFELD@GMAIL.COM	1	0.2 %
GGAKER7886@AOL.COM	1	0.2 %
DARCYDURHAM@ATT.NET	1	0.2 %
SERGENRA@CHARTER.NET	1	0.2 %
EAWL8586@CHARTER.NET	1	0.2 %
YOLANDAJOHANNES@GMAIL.COM	1	0.2 %
GENOM1@SBCGLOBAL.NET	1	0.2 %
DKCHEX@SWBELL.NET	1	0.2 %
SALLYSTEIN@SBCGLOBAL.NET	1	0.2 %
BLULEADER@EARTHLINK.NET	1	0.2 %
BJGZZ@SBCGLOBAL.NET	1	0.2 %
MIKE@MICHAELLAUREN.COM	1	0.2 %
ADAMSPATTY@AOL.COM	1	0.2 %
MATTM@CROWNOPTICAL.COM	1	0.2 %
HIPPIEGIRLLS@CHARTER.NET	1	0.2 %
PGPEISKER@AOL.COM	1	0.2 %
KENSR0228@AOL.COM	1	0.2 %
MBLINDER@DOM.WUSTL.EDU	1	0.2 %
DEBENEDETTIMT@HOTMAIL.COM	1	0.2 %
SARAHBERNARD@EARTHLINK.NET	1	0.2 %
TSCHWETYE@GMAIL.COM	1	0.2 %
MINCHUNGSTL@HOTMAIL.COM	1	0.2 %
JBRUCEBUTLER@GMAIL.COM	1	0.2 %
SCHNELLJO@YAHOO.COM	1	0.2 %
SRGSTL@ATT.NET	1	0.2 %
WALSASIU@SBCGLOBAL.NET	1	0.2 %
ILENEJENKINS@GMAIL.COM	1	0.2 %
PESTRONK@SBCGLOBAL.NET	1	0.2 %
PSPAINT1@HOTMAIL.COM	1	0.2 %
MLGOLD@EARTHLINK.NET	1	0.2 %

Q43. If you are interested in receiving automated phone message news/emergency alerts and /or weekly e-mail news updates, please provide your e-mail address:

Q43. Email address	Number	Percent
CINDYHERZOG@AOL.COM	1	0.2 %
MERNAN4652@YAHOO.COM	1	0.2 %
JILL.PILKENTON@TELE2.IT	1	0.2 %
ATICHA69@YAHOO.COM	1	0.2 %
RWININGS@CHARTER.NET	1	0.2 %
DHILLDJH@AOL.COM	1	0.2 %
VNFROGGER@YAHOO.COM	1	0.2 %
CAM4@CHARTER.NET	1	0.2 %
REEDYC@CRANEAGENCY.COM	1	0.2 %
TOMATSUS@SLU.EDU	1	0.2 %
KERRYTVETTER@HOTMAIL.COM	1	0.2 %
RKINDRED@AOL.COM	1	0.2 %
MAIRIN_O@YAHOO.COM	1	0.2 %
PROTHERMICH@FULBRIGHT.COM	1	0.2 %
MELVINBREWER@YAHOO.COM	1	0.2 %
LYNSGRINS@AOL.COM	1	0.2 %
JOBRIEN3450@SBCGLOBAL.NET	1	0.2 %
BMJACKSON81@HOTMAIL.COM	1	0.2 %
ANGE-ALB@YAHOO.COM	1	0.2 %
ACKERBURGE@SBCGLOBAL.NET	1	0.2 %
LILP88@YAHOO.COM	1	0.2 %
HENSONKAREN@SBCGLOBAL.NET	1	0.2 %
CAROLBRUMM@AOL.COM	1	0.2 %
REROCHAT@WULAW.WUSTL.EDU	1	0.2 %
SANDYDEIBEL@AOL.COM	1	0.2 %
SYLZALESKI@SBCGLOBAL.NET	1	0.2 %
BETHSTOHR@GMAIL.COM	1	0.2 %
JFERRY@WEBSTER.EDU	1	0.2 %
AMANDANAEGER@YAHOO.COM	1	0.2 %
DLANTER@MTS-STL.ORG	1	0.2 %
TONYKELLIALMOND@AOL.COM	1	0.2 %
LANDERJB@AOL.COM / ORTHODR@A...	1	0.2 %
SUSAN.C.GRAVES@GMAIL.COM	1	0.2 %
LINDALCHERRICK@YAHOO.COM	1	0.2 %
VIDA2000@ROCKETMAIL.COM	1	0.2 %
GWELSCH@JCWELSCH.COM	1	0.2 %
CTRAUTMANN@CHARTER.NET	1	0.2 %
DEBGREB@AOL.COM / GREBASSOCS...	1	0.2 %
SIXTTO@AOL.COM	1	0.2 %

Q43. If you are interested in receiving automated phone message news/emergency alerts and /or weekly e-mail news updates, please provide your e-mail address:

Q43. Email address	Number	Percent
ADOWSON@YAHOO.COM	1	0.2 %
JRHOLLOCHER@AOL.COM	1	0.2 %
MWFAKINS@GMAIL.COM	1	0.2 %
NSLLAB@AOL.COM	1	0.2 %
JONIK13@SBCGLOBAL.NET	1	0.2 %
EASAKS1@AOL.COM	1	0.2 %
JUJUBSTL@YAHOO.COM	1	0.2 %
JANEMENDELSON@SBCGLOBAL.NET	1	0.2 %
CPALMER@QASCI.WUSH.EDU	1	0.2 %
BURTCH@WEBSTER.EDU	1	0.2 %
LYNNBAGS123@GMAIL.COM	1	0.2 %
MAUREEN.HOFFMAN@GMAIL.COM	1	0.2 %
P.K.GOLDBERG@CHARTER.NET	1	0.2 %
LWM9505@HOTMAIL.COM	1	0.2 %
PINAY63105@YAHOO.COM	1	0.2 %
KATHRYNBADER@GMAIL.COM	1	0.2 %
PTKSH@AOL.COM	1	0.2 %
TDS0919@YAHOO.COM	1	0.2 %
AUDREYGIO2@AOL.COM	1	0.2 %
C.CHRISTIE5331@SBCGLOBAL.NET	1	0.2 %
MICHAEL@ISSERMAN.COM	1	0.2 %
DRASKAS@PRODIGY.NET	1	0.2 %
KELLERP@SWBELL.NET	1	0.2 %
FISHERJILL@AOL.COM	1	0.2 %
CRSKLOSTERMEIER@GMAIL.COM	1	0.2 %
KORDONS@CHARTER.NET	1	0.2 %
PBC2065@HOTMAIL.COM	1	0.2 %
ENCHANTEDBRIDEMO@AOL.COM	1	0.2 %
PBKURZ@GMAIL.COM	1	0.2 %
paintspix@sbcglobal.net	1	0.2 %
aleady recieve	1	0.2 %
Total	148	27.5 %

Section 6:
Survey Instrument

CLAYTON
MISSOURI

City of Clayton

10 North Bemiston • Clayton, Missouri 63105-3397 • (314) 727-8100 • FAX (314) 721-8116 • TDD: (314) 290-8435

February 2009

Dear Clayton Resident,

The City of Clayton is requesting your help and a few minutes of your time. You have been chosen to participate in a survey designed to gather resident opinions and feedback on city programs and services. The information requested in this survey will be used to improve and expand existing programs and determine future needs of residents of the City of Clayton.

We greatly appreciate your participation. We realize that completing this survey will take time, but we have included only questions that are vital to an effective evaluation. The time you invest in this survey will influence decisions made about the city's future.

Please return your completed survey in the next week using the postage-paid envelope provided. Individual responses to the survey will remain confidential.

The survey data will be compiled and analyzed by ETC Institute, one of the nation's leading governmental research firms. ETC representatives will present survey results to the city in March.

Please contact Judy Kekich with the City of Clayton 314.290.8473, if you have any questions.

Thank you in advance for your participation and help in shaping Clayton's future.

Sincerely,

Craig S. Owens
City Manager

Printed on recycled paper

2009 City of Clayton Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to identify and respond to resident priorities. If you have questions, please call Judy Kekich at 314.290.8473.

1. <u>OVERALL SATISFACTION WITH CITY SERVICES</u>: Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the services listed below.

City Services		*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	Overall quality of public safety services, e.g., police, fire and ambulance /emergency medical service (EMS)	5	4	3	2	1	9
B.	Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
C.	Overall maintenance of City streets	5	4	3	2	1	9
D.	Overall maintenance of City buildings and facilities	5	4	3	2	1	9
E.	Overall enforcement of City codes and ordinances for buildings and housing	5	4	3	2	1	9
F.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
G.	Overall effectiveness of City communication with citizens	5	4	3	2	1	9
H.	Overall quality of the City's storm water runoff/storm water management system	5	4	3	2	1	9
I.	Overall flow of traffic and congestion management in the City	5	4	3	2	1	9

2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 1 above.]

_____ 1st _____ 2nd _____ 3rd

3. Several items that may influence your <u>perception</u> of the City of Clayton are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "excellent" and 1 means "poor."

How would you rate The City of Clayton:		*Excellent*	*Good*	*Neutral*	*Below Average*	*Poor*	*Don't Know*
A.	Overall quality of services provided by the City of Clayton	5	4	3	2	1	9
B.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
C.	Overall image of the City	5	4	3	2	1	9
D.	How well the City is planning and managing redevelopment	5	4	3	2	1	9
E.	Overall quality of life in the City	5	4	3	2	1	9
F.	Overall feeling of safety in the City	5	4	3	2	1	9
G.	Quality of new development in the City	5	4	3	2	1	9
H.	Appeal as a place to retire	5	4	3	2	1	9
I.	Overall appearance of the City	5	4	3	2	1	9

4. **<u>Public Safety:</u> For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."**

Public Safety		*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	The visibility of police in neighborhoods	5	4	3	2	1	9
B.	The visibility of police in retail areas	5	4	3	2	1	9
C.	The City's efforts to prevent crime	5	4	3	2	1	9
D.	How quickly police respond to emergencies	5	4	3	2	1	9
E.	Overall competency of Clayton Police Dept	5	4	3	2	1	9
F.	Overall attitude and behavior of Police Department personnel toward citizens	5	4	3	2	1	9
G.	Enforcement of local traffic laws	5	4	3	2	1	9
H.	Overall quality of Clayton fire protection	5	4	3	2	1	9
I.	Overall quality of Clayton EMS	5	4	3	2	1	9
J.	The City's efforts to prevent fires and provide fire safety and injury prevention education	5	4	3	2	1	9
K.	How quickly Fire Department responds	5	4	3	2	1	9
L.	How quickly ambulance/EMS responds	5	4	3	2	1	9
M.	Overall competency of Clayton Fire Dept, including ambulance service	5	4	3	2	1	9
N.	The City's municipal court	5	4	3	2	1	9

5. **Which THREE of the public safety items listed above would you recommend receive the most emphasis from City leaders over the next TWO Years?** [Write in the letters below using the letters from the list in Question 4 above.]

_____ 1st _____ 2nd _____ 3rd

6. **Using a scale of 1 to 4 where 4 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:**

How safe do you feel:		*Very Safe*	*Somewhat Safe*	*Somewhat Unsafe*	*Very Unsafe*	*Don't Know*
A.	Walking alone in your neighborhood in general	4	3	2	1	9
B.	Walking alone in your neighborhood after dark	4	3	2	1	9
C.	Walking alone in your neighborhood during the day	4	3	2	1	9
D.	Walking alone in business areas after dark	4	3	2	1	9
E.	Walking alone in business areas during the day	4	3	2	1	9

7. During the past <u>12</u> months, were you or anyone in your household the victim of any crime in Clayton?
_____ (l) Yes [go to Q7a] _____ (2) No [go to Q8]_____ (3) Don't know [go to Q8]

7a. If "yes", did you report all of these crimes to the police?
_____ (l) Yes _____ (2) No _____ (3) Don't know

8. During the past 12 months, have you had ANY contact with the <u>Police Department</u>?
_____ (l) Yes [go to Q8a] _____ (2) No [go to Q9] _____ (3) Don't know [go to Q9]

8a. If "yes", how would you rate the contact?
_____ (1) Excellent _____ (3) Fair _____ (5) Don't know
_____ (2) Good _____ (4) Poor

9. During the past 12 months, have you had ANY contact with the <u>Fire Department</u> in Clayton?
_____ (l) Yes [go to Q9a] _____ (2) No [go to Q10] _____ (3) Don't know [go to Q10]

9a. If "yes", how would you rate the contact?
_____ (1) Excellent _____ (3) Fair _____ (5) Don't know
_____ (2) Good _____ (4) Poor

10. During the past 12 months, have you had ANY contact with the <u>ambulance/emergency medical services</u> in Clayton?

_____ (l) Yes [go to Q10a] _____ (2) No [go to Q11] _____ (3) Don't know [go to Q11]

10a. If "yes", how would you rate the contact?

_____ (1) Excellent _____ (3) Fair
_____ (2) Good _____ (4) Poor _____ (5) Don't know

11. How would you rate your own public safety awareness?

_____ (1) Excellent _____ (3) Fair
_____ (2) Good _____ (4) Poor _____ (5) Don't know

12. Do you have an emergency plan in place for members of your household?

_____ (l) Yes _____ (2) No _____ (3) Don't know

13. <u>City Maintenance/Public Works</u>: For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

	City Maintenance/Public Works	*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	Maintenance of major City streets	5	4	3	2	1	9
B.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
C.	Maintenance of street signs and traffic signals	5	4	3	2	1	9
D.	Maintenance of City buildings	5	4	3	2	1	9
E.	Snow removal on major City streets	5	4	3	2	1	9
F.	Snow removal on neighborhood streets	5	4	3	2	1	9
G.	Overall cleanliness of City streets/other public areas	5	4	3	2	1	9
H.	Adequacy of City street lighting	5	4	3	2	1	9
I.	Condition of City sidewalks	5	4	3	2	1	9
J.	Landscaping/appearance of public areas along City streets	5	4	3	2	1	9

14. Which THREE of the public works items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 13 above.]

_____ _____ _____
1st 2nd 3rd

15. In general, how would you rate the street and road conditions in your neighborhood?

_____ (1) Good condition _____ (3) Many bad spots
_____ (2) Mostly good condition _____ (4) Don't know

16. In general, how would you rate street sweeping services in your neighborhood?

_____ (1) Excellent _____ (3) Fair _____ (5) Don't know
_____ (2) Good _____ (4) Poor

17. <u>Sewer and Water Utilities and Storm Water management</u>: For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

	Sewer and Water Utilities and Storm Water Management	*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	The clarity and taste of the tap water in your home	5	4	3	2	1	9
B.	Water pressure in your home	5	4	3	2	1	9
C.	Amount charged for water/sewer utilities	5	4	3	2	1	9
D.	How easy your water/sewer bill is to understand	5	4	3	2	1	9
E.	Drainage of rain water off City streets	5	4	3	2	1	9
F.	Drainage of rain water off properties next to your residence	5	4	3	2	1	9
G.	Adequacy of the sanitary sewer collection system	5	4	3	2	1	9
H.	Adequacy of the water system	5	4	3	2	1	9

18. <u>Parks and Recreation</u>: For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

	Parks and Recreation	*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	Maintenance of City parks	5	4	3	2	1	9
B.	How close neighborhood parks are to your home	5	4	3	2	1	9
C.	Number of walking and biking trails	5	4	3	2	1	9
D.	Quality of outdoor athletic fields	5	4	3	2	1	9
E.	Number of outdoor athletic fields	5	4	3	2	1	9
F.	Availability of information about City parks and recreation programs	5	4	3	2	1	9
G.	The City's youth fitness programs	5	4	3	2	1	9
H.	The City's adult fitness programs	5	4	3	2	1	9
I.	City special events and festivals	5	4	3	2	1	9

19. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below from the list in Question 18 above.]

_____ 1st _____ 2nd _____ 3rd

20. <u>Parks and Recreation Initiatives</u>: For each of the items listed below, please indicate how important you think each of these initiatives are, on a scale of 1 to 4 where 4 means "very important" and 1 means "not important."

	Parks and Recreation	*Very Important*	*Important*	*Neutral*	*Not Important*	*Don't Know*
A.	Your feeling of safety in City parks	4	3	2	1	9
B.	Additional shade at pool, tennis and picnic sites	4	3	2	1	9
C.	Amphitheater in Shaw Park	4	3	2	1	9
D.	Center of Clayton improvements: sauna, steam room, expanded locker room	4	3	2	1	9
E.	Green space (park) expansion	4	3	2	1	9
F.	Hanley House preservation and visitor center	4	3	2	1	9
G.	Ice rink improvements and year round facility	4	3	2	1	9
H.	Inclusion playground in Shaw Park	4	3	2	1	9
I.	Lighting of Fields 1 & 2	4	3	2	1	9
J.	Permanent Corporate Pavilion in Shaw Park	4	3	2	1	9
K.	Increased Senior leisure amenities	4	3	2	1	9
L.	Neighborhood park improvements	4	3	2	1	9
M.	Playground improvements	4	3	2	1	9
N.	New walking and biking trails	4	3	2	1	9

21. Please choose three of the priorities in Question 20, that are of highest priorities for you and your family. [Write in the letters below from the list in Question 20 above.]

_____ 1st _____ 2nd _____ 3rd

22. Would you be willing to use tax revenue to fund projects you rated as the top three items in Question 20?
_____ (l) Yes _____ (2) No _____ (3) Don't know

23. Has anyone in your household used any of Clayton's parks, recreation facilities, or recreation programs during the past 12 months?
_____ (l) Yes _____ (2) No _____ (3) Don't know

24. <u>City Communications:</u> For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

	City Communication	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	The availability of information about City programs and services	5	4	3	2	1	9
B.	City efforts to keep you informed about local issues	5	4	3	2	1	9
C.	How open the City is to public involvement and input from residents	5	4	3	2	1	9
D.	The quality of programming on the City's cable television channel	5	4	3	2	1	9
E.	The quality of the City's website	5	4	3	2	1	9
F.	The content of the City's newsletter	5	4	3	2	1	9
G	How well the City's communications meet your needs	5	4	3	2	1	9

25. What are your primary sources of information about activities and services in your community?
[check all that apply]

____(01) The CityViews (City newsletter)
____(02) <u>www.ci.clayton.mo.us</u> (City web site)
____(03) Clayton Connection (weekly email update)
____(04) Channel 10 (government access channel)
____(05) Radio
____(06) Other print publications
____(07) Signage, other print material from the City
____(08) Neighborhood meetings, Ward meetings
____(09) Parks & Recreation brochure
____(10) Other _____

26. <u>Enforcement of codes and ordinances</u>: For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

	Codes and Ordinances	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
B.	Enforcing the mowing and trimming of lawns on private property	5	4	3	2	1	9
C.	Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
D.	Enforcing the maintenance of business property	5	4	3	2	1	9
E.	Enforcing codes designed to protect public safety	5	4	3	2	1	9

27. <u>Economic Development</u>: Using a five-point scale where 5 means "much too slow" and 1 means "much too fast", please rate the City's current pace of development in each of the following areas.

	Economic Development	Much Too Slow	Too Slow	Just Right	Too Fast	Much Too Fast	Don't Know
A.	Office development	5	4	3	2	1	9
B.	Retail development	5	4	3	2	1	9
C.	Single-family residential development	5	4	3	2	1	9
D.	Multi-family residential development	5	4	3	2	1	9

28. Would you support a smoking ban in Clayton restaurants and all public places, regardless of the action of the State or County?

_____ (1) Yes _____ (2) No ____ (3) Don't know

29. For which of the following areas do you support the City's use of financial incentives to attract and expand?
_____ (1) Offices/corporations _____ (2) Retail ____ (3) High density residential

30. For which of the following goods and services do you typically leave Clayton?
_____ (1) Clothing _____ (4) Groceries
_____ (2) Home Furnishings _____ (5) Dine out/restaurants
_____ (3) Banking _____ (6) Personal grooming

31. <u>Customer Service</u>: Have you contacted the City with a question, problem, or complaint during the past year?
_____ (l) Yes [go to Q31a-e] _____ (2) No [go to Q32)

31a. Which City department did you contact most recently? _____

31b-e. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied", please rate your satisfaction with the customer service you received from the City department you listed in Q31a.

	Customer Service	*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
B.	How easy the department was to contact	5	4	3	2	1	9
C.	How courteously you were treated	5	4	3	2	1	9
D.	Technical competence and knowledge of City employees who assisted you	5	4	3	2	1	9
E.	Overall responsiveness of City employees to your request or concern	5	4	3	2	1	9

32. Several reasons for deciding where to live are listed below. On a scale from "1" to "4" where "4" is "very important" and "1" is "unimportant," how important was each reason in your decision to live in Clayton?

	Reasons to Live in Clayton	*Very Important*	*Somewhat Important*	*Not sure*	*Un-important*
A.	Sense of community	4	3	2	1
B.	Quality of public schools	4	3	2	1
C.	Employment opportunities	4	3	2	1
D.	Types of housing	4	3	2	1
E.	Quality of housing	4	3	2	1
F.	Access to quality shopping	4	3	2	1
G.	Availability of parks and recreation opportunities	4	3	2	1
H.	Proximity to family or friends	4	3	2	1
I.	Safety and security	4	3	2	1
J.	Central location	4	3	2	1
K.	Accessibility	4	3	2	1

<u>Other Issues</u>

33. <u>Trash Service.</u> For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

	Trash Service	*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	Residential trash collection services	5	4	3	2	1	9
B.	Recycling services	5	4	3	2	1	9
C.	Yard waste removal services	5	4	3	2	1	9

34. Transportation: For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

	Transportation	*Very Satisfied*	*Satisfied*	*Neutral*	*Dissatisfied*	*Very Dissatisfied*	*Don't Know*
A.	Ease of north/south travel	5	4	3	2	1	9
B.	Ease of east/west travel	5	4	3	2	1	9
C.	Ease of travel from home to schools	5	4	3	2	1	9
D.	Ease of traveling from your home to work	5	4	3	2	1	9
E.	Availability of public transportation	5	4	3	2	1	9
F.	Availability of bicycle lanes	5	4	3	2	1	9
G.	Availability of pedestrian walkways	5	4	3	2	1	9
H.	Availability of parking in residential areas	5	4	3	2	1	9
I.	Availability of parking in business district	5	4	3	2	1	9

Demographics

35. Approximately how many years have you lived in the City of Clayton?

____ (1) less than 5 years ____ (3) 11-20 years
____ (2) 5-10 years ____ (4) more than 20 years

36. If you have lived in Clayton for less than 10 years, from where did you move?

City_____, State_____

37. In what kind of home do you live?

____ (1) Apartment ____ (3) Single family house ____ (5) Other_____
____ (2) Condominium ____ (4) Townhouse

38. What is your age?

____ (1) under 25 ____ (3) 35 to 44 ____ (5) 55 to 64
____ (2) 25 to 34 ____ (4) 45 to 54 ____ (6) 65+

39. How many in your household (counting yourself), are?

Under age 5	____	Ages 20-24	____	Ages 55-64	____
Ages 5-9	____	Ages 25-34	____	Ages 65-74	____
Ages 10-14	____	Ages 35-44	____	Ages 75+	____
Ages 15-19	____	Ages 45-54	____		

40. Would you say your total household income is:

____ (1) Under $30,000 _____(4) $100,000 to $149,999
____ (2) $30,000 to $59,999 _____(5) $150,000to $199,999
____ (3) $60,000 to $99,999 _____(6) over $200,000

41. Which of the following best describes your race/ethnicity?

____(1) White/Caucasian ____(4) Native American/Eskimo
____(2) African American/Black ____(5) Asian/Pacific Islander
____(3) Hispanic/Latino/Spanish ____(6) Other_____

42. Your gender: _____ (1) Male _____ (2) Female

43. If you are interested in receiving automated phone message news/emergency alerts and/or weekly e-mail news updates, please provide your: phone number _____; e-mail address _____

This concludes the survey. Thank you for your time!

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain Completely Confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information. Thank you.